

STATE OF
DELAWARE
DIVISION OF
LIBRARIES



BOOK 1
**STATEWIDE MASTER
PLAN FOR LIBRARY
SERVICES &
CONSTRUCTION**

SPRING 2018

Delaware
Division of **Libraries**

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Above: Lewes Public Library
Left: Dover Public Library



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Clear exterior signage is vital to creating a sense of welcome

A display area showcasing newly arrived materials creates a point of interest

SECTION 1

OVERVIEW

Exciting changes have been occurring at public libraries in Delaware since the last Statewide Master Plan in 2005, transforming how patrons interact with their local libraries, how librarians serve their constituents and how the library system operates.

As the libraries continue to evolve, the mission statement continues to hold true and serve as the guiding principle for all efforts:

“The dream of Delaware Libraries is to help our state become an even more vibrant and prosperous place where all dreams are realized.”

PURPOSE OF MASTER PLAN

Taking stock of the successes that have occurred over the past decade, the current Master Plan presents the opportunity to encourage the momentum in areas that have been successful, identify new areas for development and continue to build upon recommendations from the previous Master Plan, the latest Library Services and Technology Act LSTA 2018-2022 and other studies that have been conducted in recent years. While the Master Plan is a flexible document that serves to guide rather than dictate development and can be adjusted to accommodate specific local needs, the document is intended to provide concrete goals and serve as a roadmap to achieving them over the next ten years.

ACHIEVEMENTS SINCE 2005 MASTER PLAN

- 255,970 SF of new or renovated facilities
 - Implemented statewide system for computer hardware and software
 - Provision of high-speed internet
- Statewide catalog, Integrated Library System (ILS)
- Online platforms for user outreach and patron assistance
 - Increased collaboration between libraries
 - Improved data collection and analysis

STRUCTURE OF MASTER PLAN

While the primary focus of the Master Plan is on the physical infrastructure that serves as the backbone of all libraries across the state – namely, facilities – any facility recommendation is inevitably tied to topics related to technology, staffing, collections management, and patron assistance. Although this report delves most extensively into facility analysis and recommendations, it also explores how the facility recommendations impact other aspects of librarianship and patron experience. Thus, the Master Plan comprises three parts:

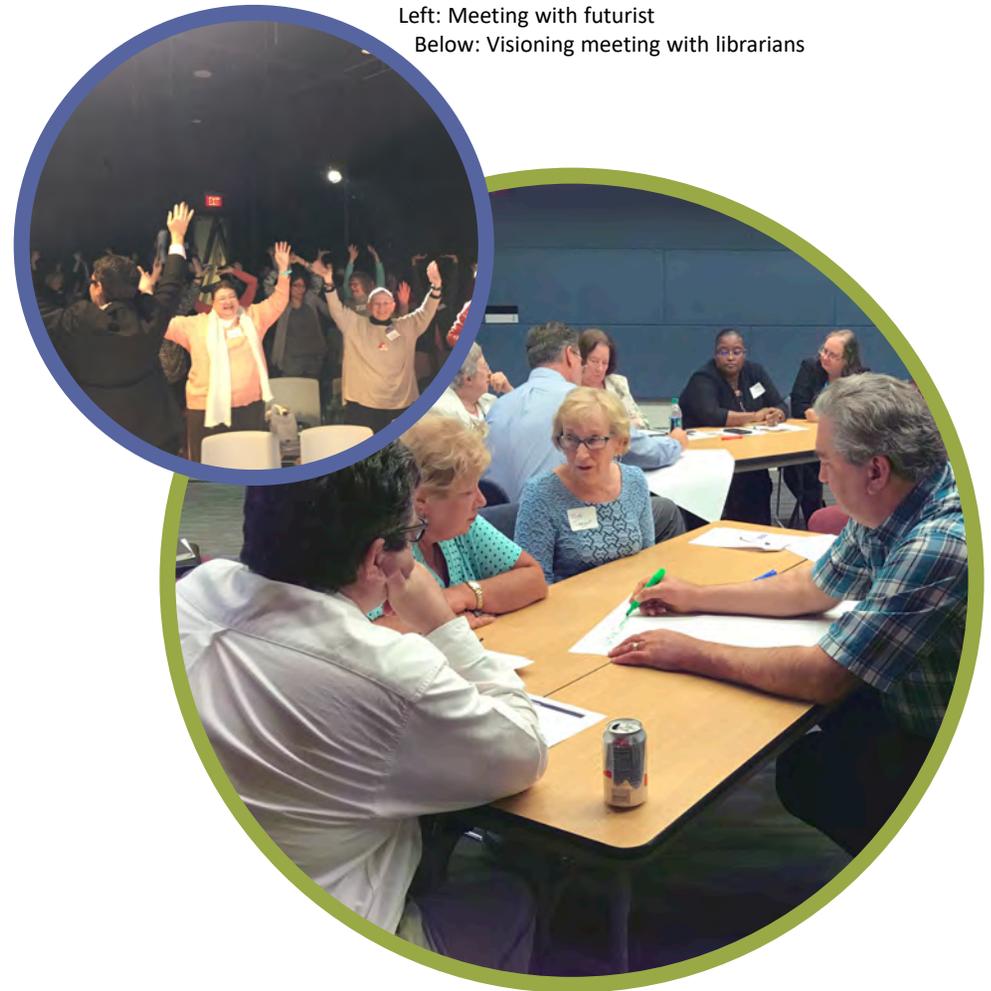
- Book 1: Statewide Master Plan for Library Services and Construction is an overview of libraries' needs and recommendations across the state;
- Book 2: Ideas Book is a Do-It-Yourself guide to improving the physical condition of Delaware Libraries. This step-by-step manual may be used by library boards, administrators and staff to create libraries that are more welcoming and user-friendly to first-time visitors;
- Professional Development Curriculum comprises multiple lesson plans for improving staff development and is targeted at library administrators.



Bear Public Library

PROCESS

In February 2017, the Delaware Division of Libraries (DDL)/Council On Libraries (COL) engaged a team of library consultants and specialists to undertake a Statewide Master Plan for Library Services and Construction for the State of Delaware. Over the course of twelve months, the consultant team conducted more than 32 library visits to gain deeper insights into each facility. Regular workshops and conference calls with DDL staff allowed for a collaborative and consultative process between the consultant team, DDL and the Delaware public libraries. Discussions encompassed topics ranging from understanding overall goals and objectives, library operations and management, service locations, funding and many others. Public town hall meetings, which included administrators and staff from various Delaware public libraries and state legislators, allowed the consultant team to provide regular updates on topics such as planning and construction, collections, professional development, future trends in libraries and others. At one presentation, a futurist discussed the role and opportunities for libraries to become an even more integral part of each community. At another, specialists focusing on the professional development of librarians stressed the importance of nurturing a culture of learning across all levels of the library staff.



Left: Meeting with futurist

Below: Visioning meeting with librarians

FIGURE 1 Delaware Public Libraries

The organization of public libraries in the State of Delaware is illustrated in this diagram. The organization chart depicts the five primary areas including the Council on Libraries; Delaware Division of Libraries; and the library systems within each of the three Counties in the state. There are multiple approaches to library governance structures within each county as outlined on the far-right of the organizational chart. In total there are seven different library structures among the 33 Delaware public libraries.

COUNCIL ON LIBRARIES
 COL is the Governor’s advisory council to the Delaware Division of Libraries.

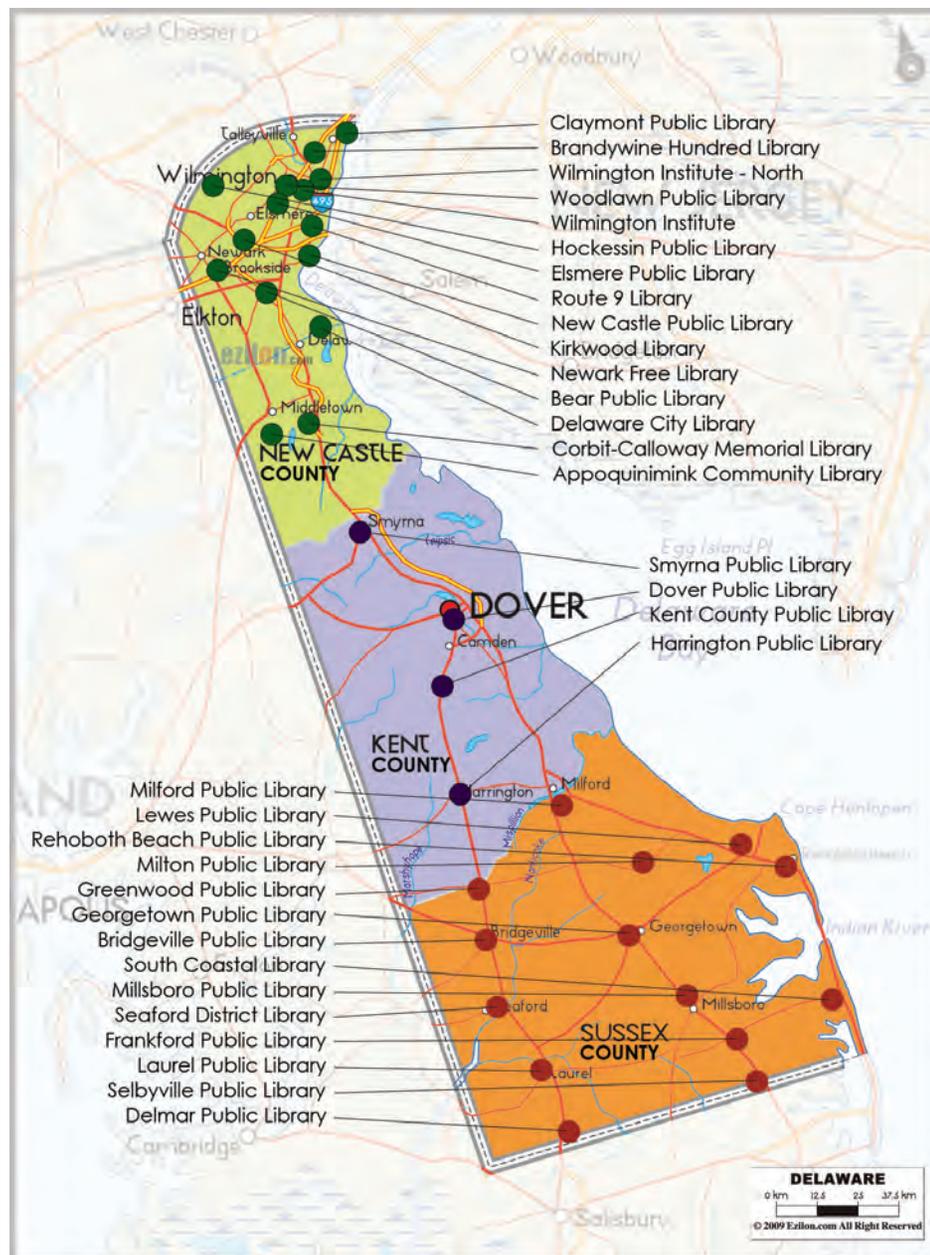
DELAWARE DIVISION OF LIBRARIES
Library Development: We help libraries evolve
 DDL provides leadership and support for the timely development of Delaware’s libraries, to ensure convenient access to, and encourage use of current information resources and reading material by all Delawareans. DDL is the state agency responsible for library development.

NEW CASTLE COUNTY	15 PUBLIC LIBRARIES
County-Wide System <ul style="list-style-type: none"> Overseen by a 13-member New Castle County Library Advisory Board 	10 libraries
Independent/Contractual <ul style="list-style-type: none"> Develop their own governing advisory boards 	5 libraries

KENT COUNTY	4 PUBLIC LIBRARIES
Kent County Library Division <ul style="list-style-type: none"> Operating under the Kent County Department of Community Services Advised by seven-member Kent County Library Advisory Board 	1 library
Municipal <ul style="list-style-type: none"> Operate under the advisement of their local municipal government 	3 libraries

SUSSEX COUNTY	14 PUBLIC LIBRARIES
County-Wide System <ul style="list-style-type: none"> Five-member Sussex County Advisory Board counsels the county librarian and the Sussex County Library Advisory Board 	3 libraries
<ul style="list-style-type: none"> Independent/Contractual Board of trustees are appointed by the Chief Superior Court Judge 	11 libraries

FIGURE 2 Map of Delaware Public Libraries
 The map depicts the locations of the public libraries in the state of Delaware



DELAWARE PUBLIC LIBRARIES SERVICE PURPOSE AND STANDARDS

Service Purpose and Service Standards have been developed and adopted by Delaware’s public library community as a whole (from LSTA 2018-2022). The Service Purpose adopted by the public libraries is:

We enrich lives by providing everyone access to the knowledge that engages their passion.

The Service Standards adopted by the public library community are:

SAFETY: Provide a safe environment for staff and public ensuring privacy, confidentiality, and physical well-being.

COURTESY: Treat everyone with kindness and respect.

KNOWLEDGE: Be aware of library policies, procedures, and resources.

EFFICIENCY: Provide accurate and timely service with the best use of tangible and intangible resources.

TABLE A Delaware Library Consortium Responsibilities

The Delaware Library Consortium (DLC) is a group that makes great strides in improving library services statewide. Each of the DLC members have critical responsibilities to make this program a success. It takes each entity working on the specific roles outlined below to make the overall program work with excellence for the entire state.

DDL	COUNTY LIBRARY AGENCIES ANCHOR LIBRARIES	MEMBER LIBRARIES - PUBLIC	MEMBER LIBRARIES – ACADEMIC, SCHOOL, SPECIAL
Administer and provide support for all DLC technologies <ul style="list-style-type: none"> • Network (public libraries only) • Catalog and app • Delivery • Digital Library/Portal/Websites • Calendar • Ask a Librarian DE • Delaware Heritage Collection (optional) • Other 	<ul style="list-style-type: none"> • Support funding for DDL/DLC technologies and services • Facilitate member library participation in all DLC services 	<ul style="list-style-type: none"> • Participate in all DLC services • Support funding for DDL/DLC technologies and services 	<ul style="list-style-type: none"> • Participate in Catalog services • May participate in other DLC services (license dependent) • Support funding for DDL/DLC technologies and services
<ul style="list-style-type: none"> • Investigate and implement new emerging technologies as they evolve 	<ul style="list-style-type: none"> • Test new technologies and services; develop policies and procedures 	<ul style="list-style-type: none"> • Test new technologies and services with the public; provide feedback 	<ul style="list-style-type: none"> • Provide feedback
<ul style="list-style-type: none"> • Establish a data management solution to measure effectiveness and outcomes of library services 	<ul style="list-style-type: none"> • Support and apply the data management solution in library advocacy, showcasing library value 	<ul style="list-style-type: none"> • Participate in all DLC technologies and services to ensure consistency of data collection and reporting, and to facilitate evaluation and development of new services. • Overdue notices and billing (not required) 	<ul style="list-style-type: none"> • Overdue notices and billing (not required)
<ul style="list-style-type: none"> • Coordinate Professional Development and Training 	<ul style="list-style-type: none"> • Support DE Libraries Service Standards • Facilitate countywide trainings • Orient new staff 	<ul style="list-style-type: none"> • Enact DE Libraries Service Standards • Ensure all staff and volunteers participate in training. • Minimum Target is 12 hours per month per FTE 	<ul style="list-style-type: none"> • Ensure all staff and volunteers participate in DLC training.
<ul style="list-style-type: none"> • Coordinate promotion and publicity activities 	<ul style="list-style-type: none"> • Facilitate collaborative public education 	<ul style="list-style-type: none"> • Provide public education on DLC services 	<ul style="list-style-type: none"> • Promote DLC membership and pertinent DLC services to administration and users
<ul style="list-style-type: none"> • Support DLC committee work and communications 	<ul style="list-style-type: none"> • Coordinate development and establishment of common DLC policies, workflow, and procedures 	<ul style="list-style-type: none"> • Adhere to DLC policies and procedures • Share expertise • Participate in DLC meetings and committee work 	<ul style="list-style-type: none"> • Participate in DLC meetings and committee work

SECTION 2

RECOMMENDATIONS

FACILITIES

In just the last decade, libraries in Delaware have embarked on an ambitious effort to revitalize their facilities and create new state-of-the-art buildings to provide the spaces and amenities that meet patrons' needs and expectations. There is a lot for Delawareans to look forward to when visiting their public libraries.

Newly Constructed Libraries:

New Castle County: Woodlawn Public Library, Kirkwood Public Library, Claymont Public Library, Route 9;

Kent County: Dover Library, Kent County Public Library;

Sussex County: Lewes Public Library, Georgetown Public Library, Seaford District Library

Major Renovations:

New Castle County: Hockessin Public Library, New Castle Public Library, Bear Public Library, Appoquinimink Community Library (on leased site);

Kent County: Milford Public Library;

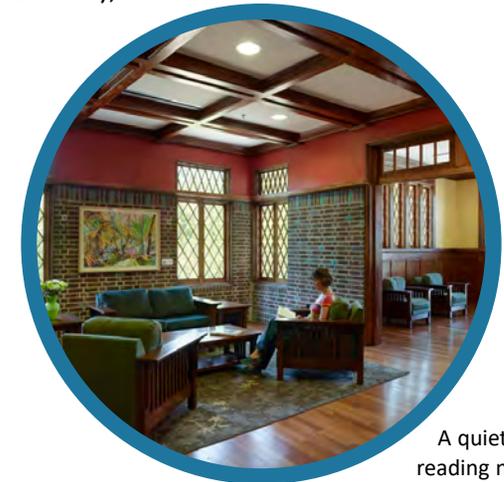
Sussex County: Greenwood Public Library, Laurel Public Library

Projects Underway:

New Castle County: Potentially in the southern portion of the county (site TBD);

Kent County: Duck Creek Public Library; Harrington Public Library;

Sussex County: Delmar Public Library



A quiet reading nook

EXISTING FACILITIES: NEW CASTLE COUNTY



Claymont Public Library
October 2013 / SF 17,500



Brandywine Hundred Library
April 2003 / SF 40,000



Wilmington Public Library
North Branch / SF 6,318



Woodlawn Public Library
September 2006 / SF 17,600



Wilmington Institute
January 2014 / SF 45,592



Hockessin Public Library
April 2008 / SF 23,000



Elsmere Public Library
SF 7,000



Route 9 Library
September 2015 / SF 43,000



New Castle Public Library
March 2010 / SF 23,000



Kirkwood Public Library
August 2009 / SF 22,500



Newark Free Library
2003 / SF 26,500



Bear Public Library
January 2013 / SF 25,000



Delaware City Library
September
2003 / SF 13,000



Corbit-Calloway Memorial
Library
1997 / SF 6,100



Appoquinimink Community
Library
SF 10,000

EXISTING FACILITIES: KENT COUNTY



Smyrna Public Library
SF 4,900



Dover Public Library
September 2012 / SF 46,000



Kent County Public Library
2010 / SF 10,000



Harrington Public Library
SF 2,000



Milford Public Library
November 2010 / SF 21,940

EXISTING FACILITIES: SUSSEX COUNTY



Lewes Public Library
June 2016 / SF 28,502



Rehoboth Beach Public
Library
2000 / SF 11,000



Milton Public Library
2005 / SF 16,676



Greenwood Public Library
June 2014 / SF 10,400



Georgetown Public Library
August 2010 / SF 29,000



Bridgeville Public Library
September 2009 / SF 13,490



South Coastal Library
May 2009 / SF 20,000



Millsboro Public Library
SF 6,000



Seaford District Library
December 2009 / SF 16,800



Frankford Public Library
November 2013 / SF 6,200



Laurel Public Library
May 2006 / SF 26,000



Selbyville Public Library
June 2004 / SF 5,600



Delmar Public Library
October 2018 / SF 15,000

LIBRARY SNAPSHOTS

The library snapshots provide important facts about each library’s service reach, data about use measurements and recommended improvements. Each library is profiled in a four-page spread with factual information about each facility, photographs of their existing conditions and charts summarizing their performance measures since 2014. By summarizing and bringing together this vital information on library usage across the state, it allows librarians to benchmark themselves against their peers by geography or size. More importantly, this data may provide librarians with insights on how to better serve their communities. These snapshots can be found at the end of this document.

1 SF PER CAPITA

As outlined in the last Statewide Master Plan, the goal of providing 1 SF of library space per capita for the residents of Delaware continues to be a goal in the current Master Plan. Since 2005, there has been an increase of 255,970 SF of library space resulting in 0.65 SF per capita. (Table B) As Delaware’s population grows at the rate of approximately 3-4% every 5 years and demand for library services increase, the continued funding and investment in libraries is critical to providing needed services to the residents of the state. Table C summarizes the libraries needing renovation or expansion or areas needing new facilities over the next ten years. When these recommendations are implemented, the available library square foot per capita will increase to 0.72. While these recommendations assist in moving closer to attaining the goal of 1 SF per capita, there remains a lot to accomplish. In the next iteration of the Master Plan, it may be necessary to re-evaluate this goal.

TABLE B Size and Space Per Capita of Public Library Facilities, 2017

SERVICE POPULATION	NUMBER OF LIBRARIES	TOTAL SQUARE FEET	SQUARE FEET PER CAPITA
947,768	33	615,103	0.65



Above: A flexible digital collaboration zone that can be visually separated from the rest of the library by drawing a curtain

Right: A multimedia room that allows for more acoustical and visual privacy

TABLE C Projected Renovation, Expansion or New Construction in the Next 10 Years (2018-2028)

The proposals below reflect the aim of achieving 1SF per capita of library space; however, the implementation of these projects depend upon the economic situation and the libraries' ability to raise the necessary funds. The projected costs for these proposed renovation, expansion and new construction projects is based on 2018 construction numbers. To account for rising costs, the costs listed below will need to be escalated at a rate of 3.5% per annum.

LIBRARY	CONSTRUCTION TYPE	SITE	TIER	BUILDING SIZE	PROJECTED COST <small>(includes hard and soft cost)</small>	PROJECTED OPENING DATE	STATUS
New Castle County							
"South of Canal" Library Southern Regional Library	New Construction (replaces Appoquinimink Community Library)	TBD - Not Selected	Regional	25,000 GSF	\$21.0 million	2022	In discussion for a feasibility study
Bear Public Library	New Construction or Expansion	TBD	Anchor	60,000 GSF	\$42.0 million	2027	-
North Wilmington	New Construction or Expansion	TBD	Community	16,000 GSF	\$11.2 million	2025	-
Glasgow	New Construction	TBD	Community	16,000 GSF	\$11.2 million	2027	-
Kent County							
Harrington Public Library	New Construction	Site Purchased	Community	15,000 GSF	\$6.0 million	2020	Site purchased, in design
Duck Creek Public Library (Smyrna)	New Construction/ Expansion to post office	Yes	Regional	25,000 GSF	\$12.5 million	2020	In design
Sussex County							
Delmar Public Library	Renovation/Addition	Yes	Community	10,000 GSF expansion (15,000 GSF total)	\$4.7 million	2018	-
Millsboro Public Library	Renovation/Addition	Yes	Community	9,060 GSF expansion (16,660 GSF total)	\$4.7 million	2025	Needs assessment completed
Long Neck Public Library/ Route 24			Community	16,000 GSF	\$11.2 million	2028	-

THREE TIERS OF LIBRARIES

The three library types were first proposed in the 2005 Master Plan as a way to address the population sizes and needs at each location and was adopted by the Council on Libraries in 2007.

The smallest type of library is the Community Library and there may be up to ten community libraries in a county depending on population size or growth, transportation network, size of county, etc. The mid-sized library is the Regional Library, of which there should be at least two per county. Regional libraries have a more extensive collection and programming than Community Libraries. It is recommended that every county have at least one Anchor Library, which is the largest of the three types. This library has the largest and most comprehensive collection in multiple formats, the largest staff, greatest number of professional librarians, most public spaces such as meeting rooms and most active programming.

Organizing libraries into three tiers is still conceptually valid. However, this Master Plan recommends that the minimum sizes of each of the libraries be increased to accommodate new program space needs and reach the needed critical mass to allow for more efficient staffing and operations. Refer to Table D for size comparisons.

TABLE D Proposed Square Footages for Library Tiers

TYPE OF LIBRARY	2007 COL-ADOPTED SIZE RANGE (BGSF)	2017 RECOMMENDED SIZE RANGE (BGSF)	2017 MINIMUM RECOMMENDED SIZE OF PROPERTY (ACRES)
Community Library	10,000 to 12,000	16,000 to 24,999	1.5-2.5 (54 parking spaces minimum)
Regional Library	15,000 to 30,000	25,000 to 44,999	2.5-3.5 (83 parking spaces minimum)
Anchor Library	40,000 to 60,000	45,000 and up	4.0 and up (150 parking spaces minimum)

SPACE PROGRAMS

As each library embarks upon a new expansion or construction project, an important first step is the space programming or planning of the proposed facility. This typically involves a listing of space types desired in the facility and an associated square footage for each space. While there may be space types that are unique to specific library locales, the following space programs for the three library types serve as guides or benchmarks for libraries considering building projects (Table E). The sample programs list the type of library spaces typically found in a public library, the space standard in square footage terms, and the number of spaces proposed. Referring to these programs, libraries will be able to get a general understanding of the space needs they may have in order to accommodate certain projected activities, collection count or staff size, etc.

TABLE E Proposed Library Programs

LIBRARY SPACES	COMMUNITY LIBRARY					REGIONAL LIBRARY					ANCHOR LIBRARY				
	Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES	Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES	Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
Library Public Areas															
Entry															
Entry Vestibule	70 SF/ Area	1	70	0		70 SF/ Area	1	70			150 SF/ Area	1	150	0	
Lobby	400 SF/ Area	1	250			1000 SF/ Area	1	500			1500 SF/ Area	1	750		
Display	30 SF/ Area	1	30			30 SF/ Area	2	60			30 SF/ Area	2	60		
Book Display	24 SF/ Area	1	24			24 SF/ Area	2	48			24 SF/ Area	2	48		
Café/ Coffee Bar															
Friend's Bookstore/ Display	75 SF/ Area	1	75	0		300 SF/ Area	1	300			500 SF/ Area	1	500	12	
Public Restrooms															
Female	140 SF/ Room	1	140	0		200 SF/ Room	1	200			300 SF/ Area	1	300	0	
Male	140 SF/ Room	1	140			200 SF/ Room	1	200			260 SF/ Room	1	260		
Family/Unisex	80 SF/ Room	1	80			80 SF/ Room	1	80			80 SF/ Room	1	80		
Public Library Rooms															
Community Meeting Room	15 SF/ Seat	50	750	68		15 SF/ Seat	100	1,500	146		15 SF/ Seat	150	2,250	206	
Meeting Room Storage	120 SF/ Room	1	120	50		200 SF/ Room	1	200	100		250 SF/ Room	1	250	150	
16-Person Meeting Room						25 SF/ Seat	16	400	16		25 SF/ Seat	16	400	16	
8-Person Meeting Room	25 SF/ Seat	8	200	8		25 SF/ Seat	8	200	8		25 SF/ Seat	8	200	8	
6-Person Group Study Room						30 SF/ Seat	6	180	6		30 SF/ Seat	12	360	12	
4-Person Group Study Room	30 SF/ Seat	8	240	8		30 SF/ Seat	12	360	12		30 SF/ Seat	12	360	12	
Individual Research/Tutoring Room	30 SF/ Seat	2	60	2		30 SF/ Seat	4	120	4		25 SF/ Seat	8	200	8	
Makerspace	225 SF/ Room	1	225			400 SF/ Room	1	400			500 SF/ Room	1	500		
Kitchenette	64 SF/ Area	1	64			200 SF/ Area	1	200			300 SF/ Area	1	300		
Outdoor Space	450 SF/ Area	1	450			800 SF/ Area	1	800			1600 SF/ Area	1	1,600		
Subtotal - Public Areas															
		Total SF:	2,468	68	0		Total SF:	5,018	146	0		Total SF:	7,228	218	0
Internal Walls & Circulation at 20%															
			494	Total	Total			1,004	Total	Total			1,446	Total	Total
Subtotal Net SF															
			2,962	Seats	Volumes			6,022	Seats	Volumes			8,674	Seats	Volumes
						18.22%					16.87%				15.91%

LIBRARY SPACES	
Children	
Circulation Desk	
Self Check Stations	
PAC Station (Public Access Computer)	
Recharging Station	
Multifunction Group Station	
Display Case	
Literature Rack	
Children's Feature	
Children's Collection	
Easy/Picture/Board	
Fiction/Non-Fiction	
Children's Seating	
4-Person Seating Areas; Older	
4-Person Seating Areas; Younger	
Children's Lounge/Read Aloud Areas	
Computers; Older	
Computers; Younger	
Floor Seating Areas	
Children's Program Room (With Storage)	
Misc	
Copy/Print/Scan	
Trash/ Recycle Station	
Subtotal - Library Collection Areas	
Internal Walls & Circulation at 20%	
Subtotal Net SF	

COMMUNITY LIBRARY

Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
		1,830	53	13,000
48 SF/ Area	1	48		
30 SF/ Unit	1	30		
24 SF/ Unit	1	24		
150 SF/ Area	1	150		
0.05 SF/ Volume	4,000	200		6,000
0.09 SF/ Volume	5,000	450		7,000
25 SF/ Seat	8	200	8	
20 SF/ Seat	4	80	4	
40 SF/ Seat	1	40	1	
30 SF/ Seat	2	60	2	
25 SF/ Seat	2	50	2	
8 SF/ Seat	6	48	6	
15 SF/ Seat	30	450	30	
		130		
100 SF/ Area	1	100		
15 SF/ Area	2	30		
Total SF:		6,601	92	48,134
		1,320	Total	Total
		7,921		

48.72%

REGIONAL LIBRARY

Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
		4,017	95	44,500
48 SF/ Area	1	48		
30 SF/ Unit	1	30		
24 SF/ Unit	1	24		
24 SF/ Area	1	24		
48 SF/ Area	1	48		
30 SF/ Unit	1	30		
24 SF/ Unit	1	24		
250 SF/ Area	1	250		
0.05 SF/ Volume	9,000	450		17,500
0.09 SF/ Volume	18,000	1,620		27,000
25 SF/ Seat	12	300	16	
20 SF/ Seat	8	160	8	
40 SF/ Seat	3	120	3	
30 SF/ Seat	5	150	5	
25 SF/ Seat	3	75	3	
8 SF/ Seat	8	64	10	
15 SF/ Seat	40	600	50	
		145		
100 SF/ Area	1	100		
15 SF/ Area	3	45		
Total SF:		14,720	172	178,034
		2,944	Total	Total
		17,664		

49.48%

ANCHOR LIBRARY

Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
		6,146	126	62,000
48 SF/ Area	2	96		
30 SF/ Unit	2	60		
24 SF/ Unit	2	48		
24 SF/ Area	1	24		
48 SF/ Area	1	48		
30 SF/ Unit	1	30		
24 SF/ Unit	1	24		
300 SF/ Area	1	300		
0.05 SF/ Volume	15,000	750		22,000
0.09 SF/ Volume	30,000	2,700		40,000
25 SF/ Seat	20	500	20	
20 SF/ Seat	16	320	16	
40 SF/ Seat	4	160	4	
30 SF/ Seat	8	240	8	
25 SF/ Seat	6	150	6	
8 SF/ Seat	12	96	12	
15 SF/ Seat	40	600	60	
		160		
100 SF/ Area	1	100		
15 SF/ Area	4	60		
Total SF:		22,249	243	274,615
		4,450	Total	Total
		26,699		

48.97%

COMMUNITY LIBRARY

LIBRARY SPACES		Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
Staff Work Space						
Personnel						
Library Director	150 SF/ Room	1	150			
Assistant Library Director						
Children's Services Librarian	48 SF/ Area	1	48			
Children's Services Assistant	48 SF/ Area	1	48			
Teen Services Librarian						
Teen Services Assistant						
Adult Services Librarian	48 SF/ Area	1	48			
Adult Services Assistant	48 SF/ Area	1.5	72			
Customer Services Supervisor						
Customer Services Assistant	48 SF/ Area	3	144			
Support Services Librarian						
Support Services Assistant	48 SF/ Area	1	48			
Library Page	24 SF/ Area	2	48			
Volunteer	24 SF/ Area	1	24			
Shared Support				694	6	
Multifunction Group Station						
Supply Room						
Storage Room	200 SF/ Room	1	200			
Staff Lockers	5 SF/ Unit	16	80			
Staff Break Room						
Kitchen	80 SF/ Area	1	80			
4-Person Tables	60 SF/ Table	1	60	4		
Lounge Seating	35 SF/ Seat	2	70	2		
Workroom						
Shelving	10 SF/ Unit	6	60			
Staff Worktable	96 SF/ Unit	1	96			
Work Counter w/ Sink	48 SF/ Unit	1	48			
Materials Handling				72	0	
Booktruck Parking	12 SF/ Area	6	72			
Automated Materials Handling System						
Drive-Up Checkout & Return Station						
Subtotal - Work Space				1,396	6	0
Internal Walls & Circulation at 20%				279	Total Seats	Total Volumes
Subtotal Net SF				1,675		
Building Support						
Shipping / Receiving / Secure Storage				225	0	
Covered Loading Dock						
Receiving/ Holding Room	75 SF/ Room	1	75			
Holding Room - Archival						
General Storage Room	100 SF/ Room	1	100			
Recycling Room	50 SF/ Room	1	50			
Maintenance				148	0	
Maintenance Room	100 SF/ Room	1	100			
Custodian	48 SF/ Area	1	48			
Subtotal - Building Support				373	0	0
Internal Walls & Circulation at 20%				75	Total Seats	Total Volumes
Subtotal Net SF				448		

Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
Subtotal - Work Space				
Total SF: 1,396			6	0
Internal Walls & Circulation at 20%			279	Total Seats
Subtotal Net SF			1,675	
Building Support				
Shipping / Receiving / Secure Storage			225	0
Covered Loading Dock				
Receiving/ Holding Room	75 SF/ Room	1	75	
Holding Room - Archival				
General Storage Room	100 SF/ Room	1	100	
Recycling Room	50 SF/ Room	1	50	
Maintenance			148	0
Maintenance Room	100 SF/ Room	1	100	
Custodian	48 SF/ Area	1	48	
Subtotal - Building Support			373	0
Internal Walls & Circulation at 20%			75	Total Seats
Subtotal Net SF			448	

10.30%

REGIONAL LIBRARY

Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
Subtotal - Work Space				
Total SF: 1,170			0	
Internal Walls & Circulation at 20%			648	Total Seats
Subtotal Net SF			1,818	
Building Support				
Shipping / Receiving / Secure Storage			525	0
Covered Loading Dock				
Receiving/ Holding Room	150 SF/ Room	1	150	
Holding Room - Archival	50 SF/ Room	1	50	
General Storage Room	250 SF/ Room	1	250	
Recycling Room	75 SF/ Room	1	75	
Maintenance			296	0
Maintenance Room	200 SF/ Room	1	200	
Custodian	48 SF/ Area	2	96	
Subtotal - Building Support			821	0
Internal Walls & Circulation at 20%			164	Total Seats
Subtotal Net SF			985	

2.75%

ANCHOR LIBRARY

Space Standard	# Spaces	Total NSF	# SEATS	#VOLUMES
Subtotal - Work Space				
Total SF: 1,494			0	
Internal Walls & Circulation at 20%			1,111	Total Seats
Subtotal Net SF			2,605	
Building Support				
Shipping / Receiving / Secure Storage			925	0
Covered Loading Dock				
Receiving/ Holding Room	200 SF/ Area	1	200	
Holding Room - Archival	150 SF/ Room	1	150	
General Storage Room	75 SF/ Room	1	75	
Recycling Room	400 SF/ Room	1	400	
Maintenance	100 SF/ Room	1	100	
Maintenance			394	0
Maintenance Room	250 SF/ Room	1	250	
Custodian	48 SF/ Area	3	144	
Subtotal - Building Support			1,319	0
Internal Walls & Circulation at 20%			264	Total Seats
Subtotal Net SF			1,583	

10.90%

12.22%

2.76%

2.90%

Subtotal Net Assignable SF	13,005	166	48,134
Building Efficiency at 80%	3,251		
Total Building Gross SF	16,256		

Subtotal Net SF	13,005	166	48,134
		Total Seats	Total Volumes
	3,251		
	16,256		

GOAL: 16,000 GSF

Subtotal Net SF	28,561	328	178,034
		Total Seats	Total Volumes
	7,140		
	35,701		

GOAL: 25,000 GSF

Subtotal Net SF	43,620	254	274,615
		Total Seats	Total Volumes
	10,905		
	54,526		

GOAL: 45,000 GSF

SPACE LAYOUT DIAGRAM

The diagram (Figure 3) on the following page, provides a three-dimensional illustration of the types of spaces users may desire at a library and how the various spaces could be located in relation to each other.

Collections continue to occupy significant space in all tiers of libraries and mobile shelving that is easily moveable is highly recommended. Seating and computing stations can be interspersed between different sections of the collections to provide some separation. Discrete spaces dedicated to Children's and Teens' collections allow these users to feel that they have their own space.

The provision of public spaces such as meeting rooms for small, medium and large groups afford libraries the flexibility to organize a range of program activities. It also provides partners with a space to establish a temporary presence at the library. Meeting rooms are located at the perimeter to reduce visual obstructions in the middle of the facility, allowing librarians to have clear lines of sight everywhere in the library.

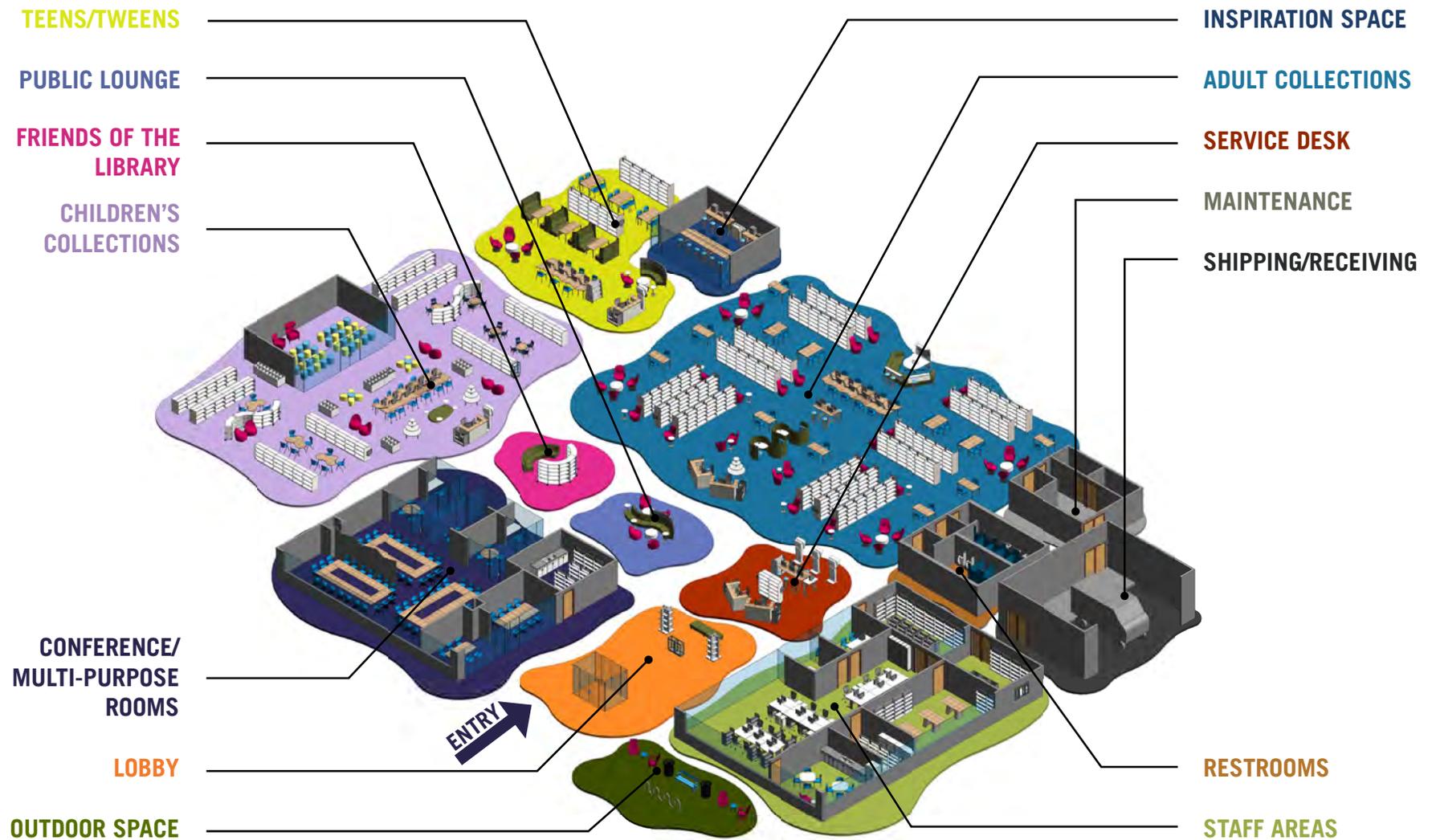
Inspiration Spaces, which are collaborative, creative spaces where librarians and partners provide innovative, forward-looking programming could take a variety of forms such as makerspaces, entrepreneurship centers, technology-enhanced spaces and others.

An exterior landscaped area acts as an extension of the library, providing additional active programming space for events.

IMPORTANCE OF FURNITURE SELECTION

The selection of furniture for libraries is critically important and is ideally undertaken as an integral part of the design process. Furniture is a vital component of a library facility and needs to be holistically considered during the design process. Selecting the appropriate type of furniture allows library spaces to be more fully utilized and functional. Furniture can possess acoustical properties, be movable, include power outlets and be adjustable for people who are sitting or standing. Many pieces of furniture can be used in multiple ways or are reconfigurable, encouraging users to form collaborative workspaces as needed, transforming the space to function for various uses.

FIGURE 3 Space Layout Diagram



COMPUTER LAB

While computer labs can be freely accessed by patrons during open hours, they may also serve as instructional spaces where digital literacy programs can be held. A service desk could be located nearby to provide users with assistance when needed.



TEENS/TWEENS

Designating a corner of the library farthest from the entrance creates a sense of privacy sought after by teens. Design a more dynamic space by varying types of seating, from comfortable lounges to movable furniture.

INSPIRATION SPACE

Because inspiration spaces, or "makerspaces," are opportunities for patrons to discover and try new things, they are best utilized in proximity to Teen/Tweens and Adult Collections areas.



FRIENDS OF THE LIBRARY

Encourage library patrons to browse this section by placing it in a central location and incorporating comfortable seating.



CAFE

A cafe, coffee, and/or food component may be ideal in your library. Consider locating this space near the entrance/outdoor space to create a cozy atmosphere.



CHILDREN'S COLLECTIONS

Color, scale, and flexibility characterize an inviting Children's Area and distinguish it from the rest of the library. Consider utilizing a range of seating, book browsing heights and mobile shelving, which accommodate toddlers, juveniles, and even parents.



CONFERENCE/ MULTI-PURPOSE ROOMS

Stackable chairs and tables, as well as movable partitions create the flexibility that conference and multi-purpose rooms require.



ADULT COLLECTIONS

Position mobile stacks strategically, alternating rows running vertical and horizontal, in order to create spaces within which house reading tables, computers, etc. to create both visual and acoustic privacy.



SHIPPING/RECEIVING

A covered loading dock located near the staff area allows librarians to receive, send, and/or stock materials efficiently.

PUBLIC LOUNGE

It may be necessary to create a central lounge space in your library near the entrance if seating is sparse in your library.



RESTROOMS

Increase visual access to restrooms by locating them near the building's entrance.



SERVICE DESK

A library's primary service desk is most effective when located directly adjacent to both the lobby and staff area.



LOBBY

As a patron's first impression of the library, it is vital that this space be inviting, well-lit, and devoid of clutter.



MAINTENANCE

Electrical, heating/cooling, water, and I.T. systems can be located together with both exterior and interior access for convenience.

STAFF AREAS

Locating staff in a "corner" of the building increases their view of the library itself. Access to the exterior of the building also provides a location for drive-up check-out and return stations.



OUTDOOR SPACE

Outdoor lounge and bench seating becomes additional programming space for libraries to hold events and activities, while also providing patrons with a space for gathering and relaxation.



STORAGE

Providing storage units for partner agencies alleviates visual clutter in the building.



PARKING

The 1:200 ratio of parking spaces to gross square feet of library building has proven to be challenging from cost, land use and ecological perspectives. As the use of mass transit, ride and bike sharing initiatives become more widespread, a ratio of 1:300 for all sizes of libraries could be considered. (Table F) Local municipalities may have requirements that need to be considered for any new project.

TABLE F Proposed Number of Parking Spaces

TYPE OF LIBRARY	RECOMMENDED FACILITY SIZE RANGE	NUMBER OF PARKING SPACES
Community Library	16,000 to 24,999	53 to 83
Regional Library	25,000 to 44,999	83 to 150
Anchor Library	45,000 and up	150 and up

REQUIRED TEAM FOR FACILITIES PLANNING, DESIGN & CONSTRUCTION

When libraries embark upon a renovation or expansion project or explore the possibility of building a new facility, it is critically important to assemble a team comprising members of the library staff and local community, in conjunction with design and construction professionals. Some key members of the team participating in the planning, design and construction process include:

- Library Director or staff member designated for representing the library;
- DDL facilities representative who has substantial knowledge of project issues and best practices;
- Representatives from the local jurisdiction who is authorized to make commitments on behalf of the jurisdiction;
- Library Building Consultant for Needs Assessment and Building Space Program;

- Architecture and Engineering Team with a strong experience in designing and building libraries (to include architect, engineers, interior design, and construction administration);
- General Contractor or Construction Manager.

To assist libraries in selecting design, engineering and construction professionals, the state may want to consider developing a pre-qualified list of library consultants, architecture and engineering professionals and contractors/construction managers.

IMPLICATIONS OF IMPLEMENTING FACILITIES RECOMMENDATIONS

As public libraries in Delaware renovate, expand or build anew, an increased footprint will impact other aspects of library operations and usage such as:

- Technology
- Staffing
- Collections
- Programming/Patron Assistance

The following sections outline additional considerations that accompany any facility upgrade. With every new construction or renovation project, it is vital to consider the lifecycle costs of building, operating and maintaining a new or expanded facility. For example, providing new Inspiration Spaces such as makerspaces will likely require new pieces of equipment, training for staff or increased staffing, which have far-reaching budgetary implications. A holistic analysis of the one-time cost of construction, coupled with an estimate for long-term operational and maintenance costs is vital to any library's continuing success.

TECHNOLOGY

Delaware public libraries have made massive technological strides in the past decade. Among its many accomplishments, one of the most far-reaching is the provision of high-speed broadband internet at every library. Libraries across the state now have minimum connectivity speeds of 100Mbps, with some beginning to raise the speed to 500Mbps. As Larra Clark, director of the ALA's program on America's Libraries for the 21st Century puts it, this is "a game changer for an entire state." Undoubtedly, it is crucial to continually upgrade connection speeds.

Just as vital has been the implementation of a systemwide hardware and software replacement and maintenance program. A state-funded and managed program, computing devices and appropriate software are deployed consistently across all libraries, which are upgraded every four years, ensuring that the latest technology is deployed throughout the state. Support for the technology is also provided by the central DDL IT staff.

Another critically important advancement is the creation of a statewide technological infrastructure that manifests itself on the patron-end as the Delaware Library Catalog Consortium, which is a statewide catalog of collections across all 33 public libraries and several academic, special, and school libraries. On the library operations-end, this systemwide platform allows for the collection of live data that provides librarians with valuable information regarding user trends in terms of collections and programming needed. This platform also encourages a more collaborative workflow between librarians across the system. An important service that DDL provides is the ability to host, create and support websites for all libraries in the state, which eases the cost and staffing burden on individual libraries of maintaining an online presence.

Incorporating technology into facilities is of utmost importance given the centrality of technology to users' daily lives. As upgraded and new facilities are being planned and designed, it is important to factor in user preferences and expectations in regard to technology. Some technologies that users or librarians may want integrated into a library facility include:



Computing area

COLLABORATION TECHNOLOGIES

Today's technology-savvy customers expect to find gathering spaces with technologies that include computer-based collaborative stations, video conferencing, and smart boards. Computing areas that are less carrel-like, with collaborative furniture arranged to allow multiple people to work together on one screen, partnering on the creation of digital content in a group dynamic, is increasingly essential. This configuration requires additional consideration for noise and more active use as compared to a traditional computing station. These areas may need to be located away from "quiet areas," combined with web conference functions and partially separated or fully enclosed in group study rooms.

ACCESS TO ONLINE CURRICULUM

With the proliferation of "massive open online courses" (MOOCs), Delaware libraries' websites could serve as a portal to these digital classrooms, connecting patrons to the host of classes available on the internet. Additionally, computing areas at the libraries could be configured to encourage groups of users to participate in online classes simultaneously.

IMPLEMENT TELEPRESENCE TECHNOLOGIES

Incorporating telepresence technologies into library programming allows patrons to access library programs virtually, giving them greater choice in when and how they are to participate in programs. The option of engaging with programs online, is vital to serving users of all ages and abilities, increasing the library's outreach.

SELF-CHECKOUT

Self-checkout technology is a popular customer service in today's public libraries. Customers appreciate the convenience of being able to check-out library materials from kiosk or self-check computers and library staff gain significant organizational efficiencies, freeing up staff to take on other library responsibilities. The technology and hardware has improved considerably over the years and can be easily installed in existing facilities with minimal disruption, providing an additional method for patrons to check items out.

WIRELESS AND BYOD

The widespread implementation of wireless technology at Delaware public libraries has enabled more people to "Bring-Your-Own-Device (BYOD)." Without the need to be anchored to a desktop station, computing spaces can be more distributed throughout the spaces in the various libraries. An array

of chair and desk combinations, locations, and access to power and wireless internet throughout each library would support BYOD. While it is important to keep in mind that some users may not have access to portable devices, this general trend may result in a decreased need for dedicated computer stations, freeing up the space for other program uses.

OUTLETS

As more patrons bring their own devices to the library, the need for additional outlets becomes increasingly pronounced. There are many ways to provide additional power options without undertaking a major renovation project, including the use of powered furniture, power pods and other flexible products, some of which are described in greater detail in the Ideas Book.

STATEWIDE PEOPLE COUNTING SYSTEM

Customer visit data is extremely important to understanding overall library utilization, traffic patterns within each library, and planning for staffing resources. Currently, many tallies of customer visits to libraries are a manual task. Library door counters can be designed using infrared sensor beams or overhead cameras for open areas or areas where camera security provides added value, such as children's areas or specialized technology areas. Anonymous

data collection would include how many people entered the library and at what times, which rooms are used more often, etc. This new technology would support organizational efficiencies and provide data to help plan future resources and investments in services. As such, it is important that a solution is implemented consistently and enterprise-wide across all Delaware libraries.

SPECIALTY DIGITAL TOOLS

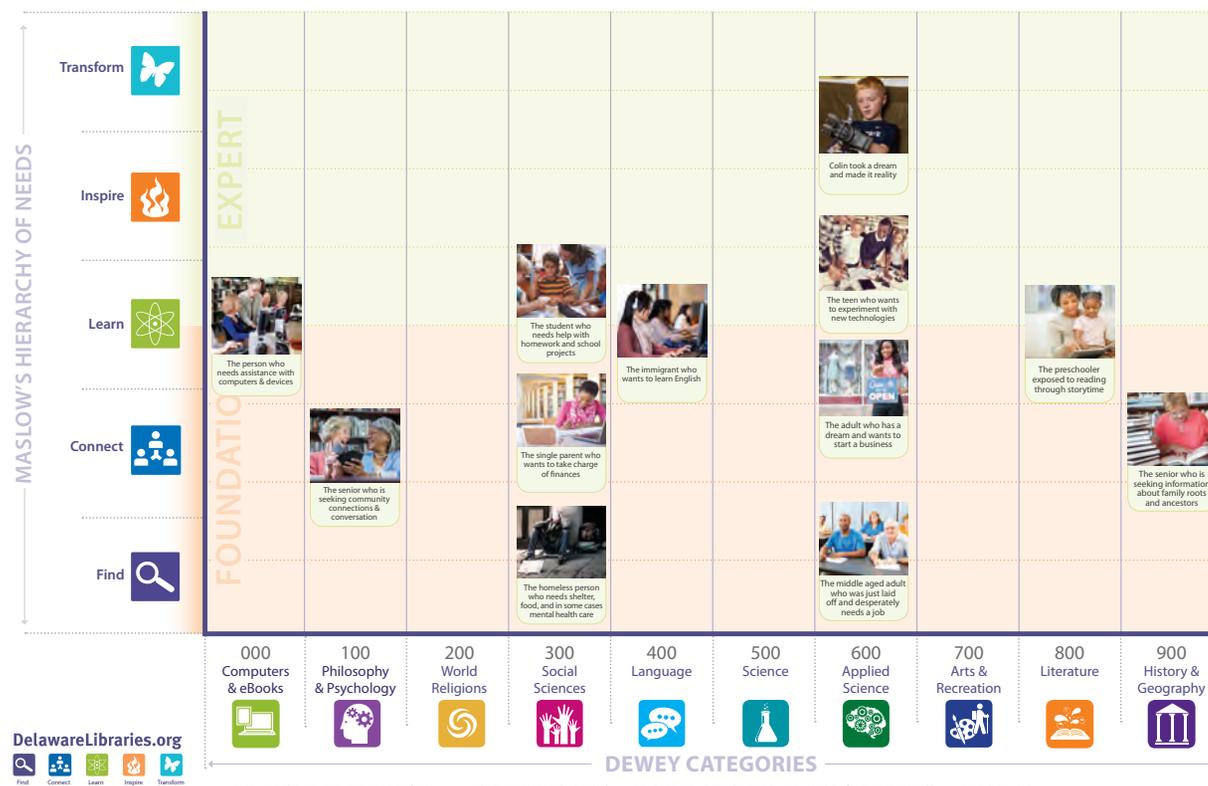
As customers use their own computing devices in the libraries at an increasing rate, including laptops, tablets, and smartphones, libraries could consider providing access to peripherals and other enhancement tools that customers may need but are unlikely to have access to at home. These include music and audio devices (e.g. MIDI keyboards), Virtual Reality devices, scanners, standard print stations and/or specialty flatbed/wide media printers, and digital media editing tools (e.g. mixing control surfaces).

DATA COLLECTION AND THE DEWEY-MASLOW FRAMEWORK

As a direct result of the Delaware public libraries' achievement with establishing a statewide platform that allows for the collection of live data, a statewide ILS and statewide calendar, the Delaware Division of Libraries has been able to measure library performance by key performance criteria since

FIGURE 4 Delaware Public Libraries

The Dewey-Maslow Framework is used to organize library services and data and help make visible how the library processes and systems interact with in each in the library service model. Along the x-axis, subject areas are organized by the Dewey Decimal Classification system. Along the y-axis, a modified version of Maslow's Hierarchy of Needs depicts all needs ranging from basic to transformational.

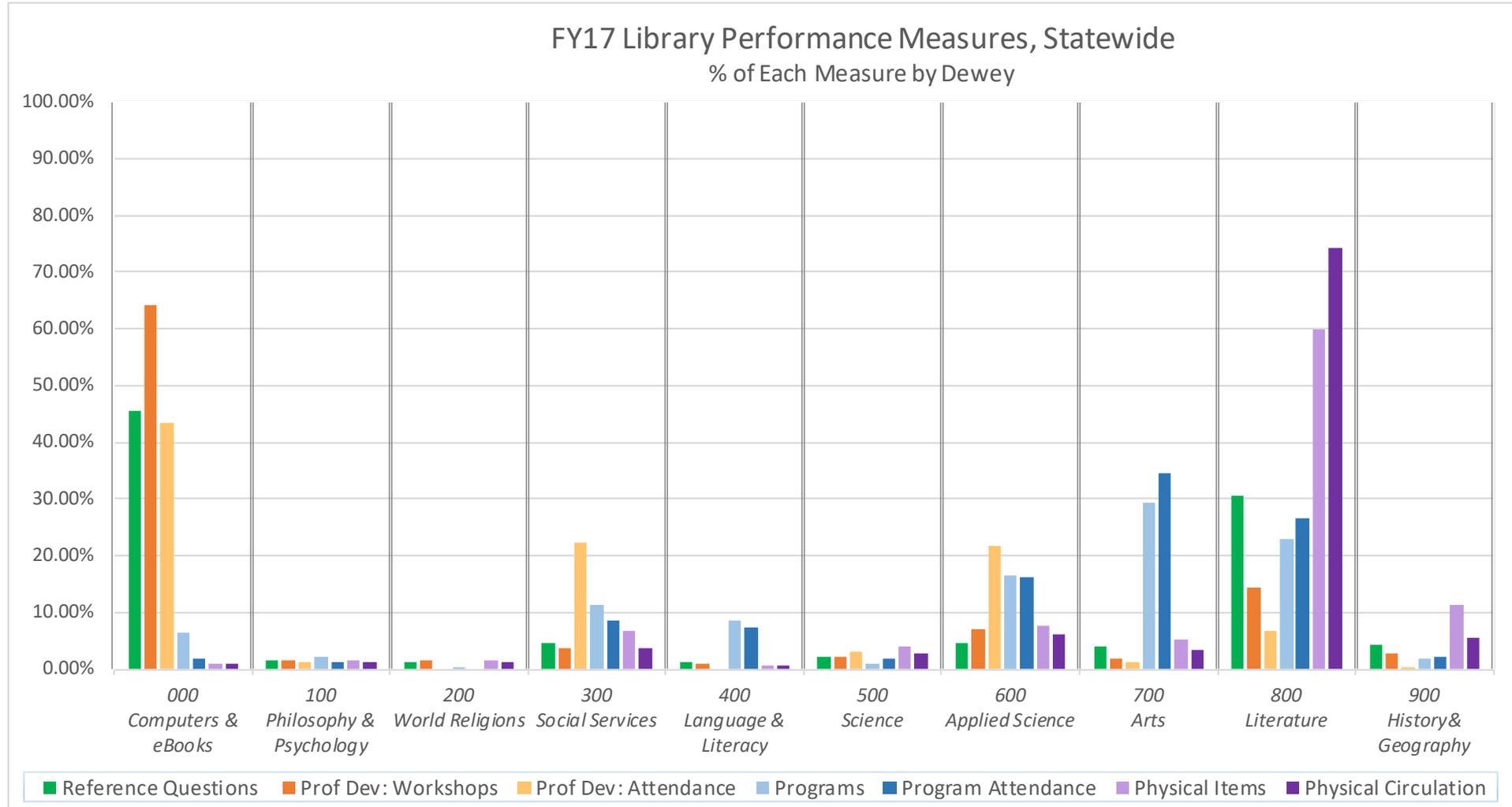


2014, which include: reference questions, professional development workshops, professional development attendance, programs, program attendance, physical items and physical circulation. The data, when organized by the Dewey classification system as seen in Figure 4, is a useful tool that allows librarians to quickly spot trends. For example,

the data assists with identifying subject matters with the greatest program attendance, areas with the most reference questions, topics with the greatest circulation numbers, and much more. (Figure 5) Integrating a statewide people-counting system to the current set of data will provide a fuller picture of each library's performance.

FIGURE 5 Library Performance Measured Against the Dewey-Maslow Framework

Due to the statewide platform that consolidates data regarding circulation, program activity, patron assistance etc, the public libraries in the State of Delaware are able to clearly identify trends in patron needs. Just as importantly, libraries are able to use the Dewey-Maslow framework to analyze the services they provide in relation to the needs of their immediate community and benchmark themselves against their neighboring libraries and statewide.



STAFFING

The role that the Delaware public libraries play in supporting patrons on their journey of self-directed lifelong learning is immeasurable. Librarians, in particular, are key to assisting patrons in accessing the knowledge available at a library or online. Since the 2005 Statewide Master Plan, Delaware public librarians have more actively participated in and sought out professional development opportunities. One vital development is the improved access to workshops, videos and online resources for librarians that makes it more convenient for them to update or enhance their knowledge in any subject matter of their choice. Librarians play a key role in assisting patrons engage with the cycle of lifelong learning. Cultivating a culture of learning among library professionals in the first step toward “providing everyone access to the knowledge that engages their passion.”

INCREASED STAFFING

Anticipating the projected service population growth in Delaware, it is vital to increase staffing at the libraries to maintain the level of service that patrons have come to expect. Additionally, as this Master Plan proposes an increase to the minimum size of the three tiers of libraries, the proposed staffing levels are tied to the enlarged square footages and assume that the building is a single-story facility. (Table G) A multi-story building would require more staffing than the minimum shown. The proposed staffing levels are from an analysis of the types of program spaces desired in the proposed library facilities, an estimate of the number of hours to be spent on developing and running programs and the need to spend more time on professional development. Staffing availability is frequently tied to the time spent on transactional activities such as collections management and circulation. The recommendations in the next few pages focus on strategies that allow staff to switch their focus from transactional activities to more strategic ones, such as increased involvement in programming, marketing and patron assistance, to name a few. Increased staffing at the county and state level to facilitate statewide coordination of Strategic Planning, Marketing/Communications, and Program and Service Coordination will allow the Delaware library system to conduct periodic online surveys and community conversations to better anticipate and meet the needs of Delawareans.



Librarian
reshelving
books

TABLE G Staffing Recommendations by Library Tier

COMMUNITY

POSITION	CORE FTE	IDEAL FTE
Library Director	1.0	1.0
Children’s Services Librarian	1.0	1.0
Teen Services Librarian	1.0	1.0
Adult Services Librarian	1.0	1.0
Adult Services Assistant	0.5	1.5
Customer Services Assistant I	1.0	1.0
Customer Services Assistant II ²	1.0	1.0
Support Services Assistant I ³	-	1.0
Library Page ⁴	1.0	2.0
Custodian ⁵	0.5	1.0
Total Staff (FTE)	8.0	11.5

REGIONAL

POSITION	CORE FTE	IDEAL FTE
Library Director	1.0	1.0
Assistant Library Director	1.0	1.0
Children’s Services Librarian	1.0	1.0
Children’s Services Assistant	1.0	2.0
Teen Services Librarian ¹	1.0	1.0
Teen Services Assistant	-	1.0
Adult Services Librarian II	1.0	1.0
Adult Services Librarian I	1.0	1.5
Adult Services Assistant	1.0	2.0
Customer Services Supervisor	1.0	1.0
Customer Services Assistant II ²	1.0	2.0
Customer Services Assistant I	1.5	1.5
Support Services Librarian	-	1.0
Support Services Assistant I ³	1.0	1.5
Library Page ⁴	2.5	4.0
Custodian ⁵	2.0	2.0
Total Staff (FTE)	17.0	24.5

ANCHOR

POSITION	CORE FTE	IDEAL FTE
Library Director	1.0	1.0
Assistant Library Director	1.0	1.0
Children’s Services Librarian	1.0	2.0
Children’s Services Assistant	2.0	3.0
Teen Services Librarian ¹	1.0	1.0
Teen Services Assistant	1.5	1.5
Adult Services Librarian II	2.0	2.0
Adult Services Librarian I	1.0	1.0
Adult Services Assistant	2.0	3.0
Customer Services Supervisor	1.0	1.0
Customer Services Assistant II ²	1.0	3.0
Customer Services Assistant I	3.0	3.0
Support Services Librarian	1.0	1.0
Support Services Assistant I ³	-	1.5
Library Page ⁴	4.0	5.0
Custodian ⁵	3.0	3.0
Total Staff (FTE)	25.5	33.0

- 1 The ability to work with teens and tweens should be the priority requirement for this position. Ideally, the librarian would also have a Master’s in Library Science (MLS).*
- 2 If self-check is utilized, the number of Customer Services Assistant II could be reduced to 1.0 for the Regional and Anchor libraries and none for the Community Library.*
- 3 If the library decides to centralize the Collection Development and Management process with other libraries, there would be a need for 1.0 Support Services Assistant at the Regional and Anchor libraries and none at the Community Library.*
- 4 A Library Page would typically be able to shelve and read the shelves at a rate of 75 items per hour. The following formula determines the number of Pages needed: Annual circulation 600,000 / 75 items per hour = 8,000 hours / 2080 = 3.85 FTE.*
- 5 The Building Owners Management Association (BOMA) “standard” is one full-time custodian can maintain 20,000 SF of carpeted space.*

TYPES OF STAFFING

Inculcating the habit of lifelong learning and visiting the library starts from an early age. Incorporating Children’s and Teens’ sections in every library facility provides the necessary setting for a library to be welcoming to all populations. However, it is the librarian who is central to assisting patrons in their acquisition of knowledge. The minimum recommendation is for at least one full-time professional librarian possessing a master’s degree from an ALA accredited program. A Children’s Services Librarian and Teen Services Librarian are essential positions for some of the larger libraries. While a Children’s Services Librarian would ideally possess a Master’s in Library Science, a person with a graduate or undergraduate degree in an appropriate field with experience working with children of all ages, may also be suitable. A priority requirement for a Teen Services Librarian is a Master’s in Library Science and the ability to work with teens and tweens.

STAFF COMPENSATION

Across the state and three counties, there is a wide disparity of staff salaries, benefits and hours worked. Though the three counties vary greatly in terms of demographics and economic conditions, the compensation in general for staff at all levels (professional librarians and support staff) is significantly below national standards. Though this report has not offered a detailed review and analysis of staff compensation, it is one that each library jurisdiction and governing body will need to strongly consider in future budgets. Library staff, at all levels, have a close connection to and interaction with a large number of Delawareans. Staff members are key in positively impacting the communities they serve in a long-lasting, far-ranging manner. Providing competitive compensation is key to continuing to attract quality, trained, experienced library staff to serve the public. (Table H)

TABLE H Staff Compensation

POSITION	LOWER PAY RANGE	HIGHER PAY RANGE
Library Director	\$40,000-\$50,000	\$70,000-\$90,000
Assistant Library Director	\$30,000-\$35,000	\$50,000-\$55,000
Librarian	\$30,000-\$34,000	\$45,000-\$48,000
Library Assistant	\$20,000-\$25,000	\$35,000-\$42,000
Library Page	\$8-\$11 per hour	\$8-\$12 per hour



Engaging patrons and providing assistance with their questions

PROFESSIONAL DEVELOPMENT

As Delaware public librarians have been actively seeking out opportunities to improve their knowledge and skill sets, fostering an environment of inquiry, curiosity and learning is becoming increasingly widespread; however, more can be done to support this development. Staff are taking on responsibilities that go beyond the transactional and are focusing on more strategic activities such as marketing, outreach, advocacy, program planning and others. To support staff in their effort to transition to these new roles, Delaware librarians have established a Statewide Professional Development Team and identified a series of priorities to focus on. The Professional Development Curriculum is part of this endeavor to augment staff training. 12 curriculum topics were developed in partnership with DDL and Delaware public librarians, covering the following topics:

- Advocacy training
- Asset Management 101
- Core Technology Skills
- Data 101
- Fostering Innovation and Creativity
- Keeping Up with Technology
- Marketing for Libraries
- Serving Underserved Populations
- Technology Planning
- Library Grants 101
- Introduction to Library Strategic Planning and Project Management
- Programming and Partnerships

A training plan, PowerPoint presentation, facilitator notes, resources and handouts were developed for the curriculum listed above.

DEWEY-MASLOW FRAMEWORK

As mentioned earlier, the data collected and adapted to the Dewey-Maslow Framework provides libraries with a powerful tool to assess their services and operations. A higher program attendance or number of reference questions in a certain subject matter could be viewed as an indication to librarians to focus their professional development efforts in those areas.

COLLECTIONS MANAGEMENT

Today's libraries operate in an environment in which content is packaged in an array of formats to meet patron needs. The operational and budgetary challenge of keeping a collection updated is amplified by the need to provide the content in multiple formats. In reviewing the recent successes of Delaware public libraries, two developments lay a foundation for providing a strategy forward in terms of managing collections. These developments are the Delaware Library Catalog Consortium and the statewide provision of high-speed broadband internet and computer stations.

STATEWIDE INTEGRATION

The success in the rollout of high-speed internet across the state lay in the fact that it was a statewide endeavor. Building upon that success, a more holistic, systemwide approach to collections management may yield similar successes in terms of achieving an economy of scale in purchasing, while continuing to provide the mix of titles and materials that best reflect the needs of Delawareans. Centralizing the acquisition of materials at the statewide level allows vendors to anticipate higher volumes, resulting in better terms, pricing and faster order fulfillment time. While acquisition may be centralized, the selection of materials continues to occur at the local library level with librarians determining the mix of new materials that best reflects the needs and concerns of their patrons. More services could be obtained from the vendors such as cataloguing the new materials, which would be "shelf-ready" when they arrive at the library. Relying upon third-party vendors to catalogue materials may also result in improved consistency and searchability of the system's catalogue.



Increasingly, patrons expect collections to be available in multiple formats

By adopting this system, the overall cost of collections acquisition and number of staff hours spent could be reduced. Based on recent calculations, a statewide budget of approximately \$3 million per year would be sufficient to provide all public libraries with updated collections on a yearly basis. If new statewide funding for collections becomes available, it does not supplant local funding. Local library budgets previously dedicated to collections acquisition could be used to provide the increased staffing levels and additional local library services recommended in other sections of the Master Plan.

SERVICES/PATRON ASSISTANCE

The services provided at Delaware public libraries have expanded in an impressive fashion since the Statewide Master Plan in 2005. Patrons now have myriad ways of receiving assistance on a multitude of topics and accessing information through the library. LibGuides is a platform that allows users to easily find answers to a variety of topics. The service brings together a series of guides and resources on topics ranging from early literacy, healthcare, career development, Delaware governance and legislation and more. With Ask a Librarian Delaware, users are able to text, email or call their librarian with questions. From the website, users can email questions with attached files to librarians 24/7. The proliferation of ways in which patrons can connect with librarians is truly groundbreaking.

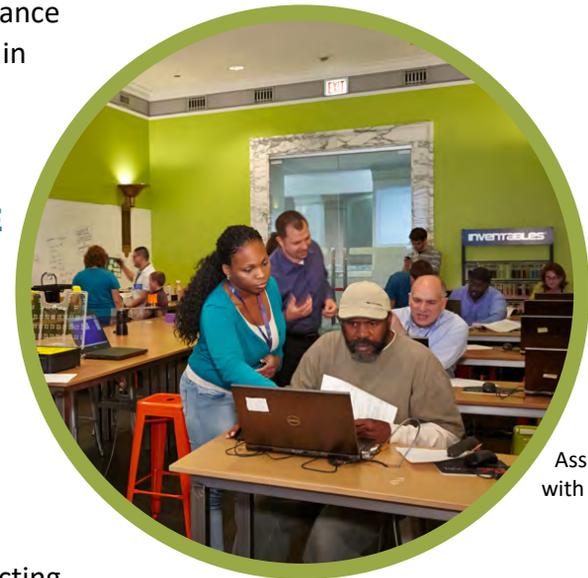
By partnering with local agencies and non-profits, Delawareans now have access to assistance on issues ranging from career development, healthcare, welfare assistance and many more, at the library. The library has become the one-stop shop for people seeking all types of aid. By continuing to build local Friends groups and the statewide Friends of Delaware Libraries to enhance advocacy and raise awareness of the important role that libraries play in communities across Delaware, the libraries can continue to be at the forefront of providing needed services to citizens in the state.

IMPACT OF THE DEWEY-MASLOW FRAMEWORK ON PATRON ASSISTANCE

By analyzing the collected data about program offerings and attendance against the Dewey-Maslow framework, librarians will be better able to align programmed events with patron needs. In doing so, attendance at program events will likely increase, resulting in greater patron satisfaction.

BUDGETING FOR PROGRAMS

As librarians become more involved in planning, organizing and conducting programs, it may become necessary for libraries to increase their focus on budgeting time and funding for these programs.



Assisting patrons with their queries

HOURS OF SERVICE

For the Community and Regional libraries the usual opening hour is 10:00 AM and the usual closing hour is either 6:00 PM or 8:00 PM. For the Anchor libraries they are recommended to open one hour earlier and stay open one hour later on most days.

Community libraries are recommended to be open six days a week – Monday – Saturday for a total of 56 hours per week. Regional libraries open seven days a week for a total of 67 weekly hours of service. Anchor libraries also open seven days for a weekly total of 72 service hours.

Recommended hours per day are:

Community Libraries Monday – Thursday 10:00 AM – 8:00 PM
(10 hours per day)
Friday – Saturday 10:00 AM – 6:00 PM
(8 hours per day)
Sunday – 1:00 PM – 4:00 PM
(3 hours per day, if possible)

Regional Libraries Monday – Thursday 9:00 AM – 8:00 PM
(11 hours per day)
Friday – Saturday 9:00 AM – 6:00 PM
(9 hours per day)
Sunday – 1:00 PM – 6:00 PM
(5 hours per day)

Anchor Libraries Monday – Thursday 9:00 AM – 9:00 PM
(12 hours per day)
Friday – Saturday 9:00 AM – 6:00 PM
(9 hours per day)
Sunday – 12:00 PM – 6:00 PM
(6 hours per day)

Provide a variety of seating types to cater to different needs and work/study styles



Fun, comfortable seating

NEXT STEPS

Since the 2005 Master Plan, Delaware public libraries have embarked on a transformative process that has propelled them to the forefront in some areas, notably in the areas of high-speed connectivity, access to technology, statewide integrated platforms, and others. It is essential to continue building upon that momentum of progress and enhance the visionary mindset in other areas, so that the public libraries remain essential to the lives of everyday Delawareans. The following lists some tangible, concrete goals that librarians could aim for in setting aspirations for their libraries.

BIG PICTURE GOALS FOR DELAWARE PUBLIC LIBRARIES

- Find people who have never been to the library to walk through your library and ask them for their first impressions
- Use the DDL facilities staff to assist in early planning or programming for facility improvements
- Provide additional power sources for customers to charge their devices
- Make at least one physical change per year in your library
- Use DDL web-template services
- Promote a “culture of learning” among library staff
- Encourage staff participation in professional development opportunities
- Adopt the usage of the Dewey-Maslow framework in assessing library performance and guiding service developments



Group seating allow for impromptu gatherings

BIG PICTURE GOALS FOR DELAWARE DIVISION OF LIBRARIES

- Create guidelines and budget to deploy a statewide system for purchasing and managing all print collections
- Obtain budget
 - to implement facilities renovation and expansion proposal for the next ten years
 - to deploy at least one self-check equipment at each library
 - to deploy a statewide door counting system
- Support a system-wide “culture of learning” among all libraries
- Identify and encourage greater integration with local partners

TABLE J Summary of Recommendations

FOCUS AREA	CORE	EXPANDED (INCLUDES ALL CORE SERVICES)
LSTA GOAL 1: INSTITUTIONAL CAPACITY		
Objective 1: To Improve Library Workforce		
Staff Education	Manager: Bachelor's degree from an accredited college &/or 3 yrs. library work experience; Remaining staff: At least 1 yr. library work experience	Director & Manager/s: Graduate degree in library & information science from ALA-accredited program; Some remaining staff: Graduate degree in library & information science
Staff Professional Development <i>Education & training programs may be online.</i>	Minimum target is 12 hours per month per FTE	Minimum target is 12 hours per month per FTE
Staffing Levels	Provide appropriate level of staffing	Provide staff for specific populations served eg: Children, Teen etc
Support Functions	Centralized	Centralized

TABLE J Summary of Recommendations

FOCUS AREA	CORE	EXPANDED (INCLUDES ALL CORE SERVICES)
Objective 2: To improve library’s technological infrastructure		
Technology Infrastructure	Interconnected, enterprise-wide system	Interconnected, enterprise-wide system Interconnected, enterprise-wide system, Cloud Technologies, Increased IT staffing
Internet Access	Dedicated Internet connection which can support simultaneous use from multiple computers; Public Access Computers (PACs) workstations, minimum connectivity speeds of 100Mbps	Minimum connectivity speeds of 500Mbps
Computers	Multiple PAC workstations* for staff & for the public	Both Apple & PC PAC workstations,* at least some with specialized software (e.g. Photoshop), & additional laptops for in-house use; thumb drives available free or for purchase
Lending Methodology	Self-check equipment; Integrated Library System (ILS) with online public access & with mobile access	Discovery system that includes library resources beyond the physical collection with integrated content from 3rd party providers
Objective 2: To improve library’s physical infrastructure		
Renovation/New Construction	Deferred Maintenance; Upgrade/renovate, Expansion	New library construction
Gathering Areas	Work/study areas; gathering places	Small, medium & large meeting rooms/areas; reading/ meditation gardens
Inspiration Space	Stored small collection of low & high-tech equipment (including at least 1 3-D printer), supplies & software, available for use in self-directed projects	Wide variety of equipment, supplies & software housed in a dedicated space & available whenever the library is open
Accessibility	Full ADA compliance	Beyond full ADA compliance
Sustainability	Adopt LEED standards	Achieve LEED certification

TABLE J Summary of Recommendations

FOCUS AREA	CORE	EXPANDED (INCLUDES ALL CORE SERVICES)
Objective 3: To improve library operations		
Public Access	Open to the public 50-60 hrs./wk. including at least 2 evenings OR 1 evening & 1 weekend day; print materials to help Customers use the library	Open to the public 70+ hrs./wk., including at least 3 evenings plus at least 1 weekend day
Community Interface	Community services list, provided on library's website, with links to appropriate websites	Community services list, provided on library's website with links to appropriate websites; desks or extension offices for social service agencies; space for agencies to provide summer meals to low-income individuals
LSTA GOAL 2: Information Access		
Objective 2: To improve library users' ability to obtain and/or use information resources		
Lending Collections	Digital materials - tangible media or, with card-holder authentication, downloadable; mobile computer devices for in-library use; system for reserving circulating items that are on-order	Electronic games &/or devices (such as digital cameras, iPods, eReaders, tablets, laptops; PlayAways); artwork; tools; hobby items, etc.
Information Access	Reference Assistance: In-person, by-phone & via web presence; Readers Advisory: Print & digital bibliographies; Assistance with use of the library & its materials/ equipment	Reference Assistance: Scheduled time with a staff member, on request; Readers Advisory: Via email, fax, &/or text
Reference/Patron Assistance	Books & other printed materials for in-house use; Guidance available from staff; Online databases for use from within the library	Online databases available to remote users via library website; LibGuides; community-specific tools

TABLE J Summary of Recommendations

FOCUS AREA	CORE	EXPANDED (INCLUDES ALL CORE SERVICES)
LSTA GOAL 3: LIFELONG LEARNING		
Objective 2: To improve users' general knowledge and skills		
Outreach <i>(Especially to under-served/unserved members of the community)</i>	Services taken into the community, beyond the library walls, to schools, & at community events	School libraries become members of the DLC consortium; additional outlets
Marketing, Promotions, PR	Printed promotional items available in the library & in other community locations; news releases to locally popular media outlets; Constant communication with the local school district/s; promotions via library's website & locally popular social media;	Promotions via appropriate community websites; library membership in, & designated-staff participation in, community organizations; presentations frequently provided to community organizations & other local entities
Programs (Based on Dewey/Maslow Framework)	At least 8 General Interest Programs per year designed to meet the wants/needs of the community; literacy programs; STEM basics; walk-in sessions for various types of assistance	At least 16 General Interest Programs per year designed to meet the wants/needs of the community; Family Place, citizenship; foreign language/s; homeschool classes by request; advanced STEM activities; walk-in sessions for various types of assistance



Bear Public Library

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

CLAYMONT PUBLIC LIBRARY

LIBRARY ADDRESS	400 Lenape Way Claymont, DE 19703 New Castle County	
TELEPHONE #	(302) 798-4164	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday	10:00 AM - 8:00 PM
	Tuesday & Thursday	1:00 PM - 8:00 PM
	Wednesday - Saturday	10:00 AM - 5:00 PM
	Weekly Hours	45 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	17,500 Square Feet	
YEAR BUILT	2013	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population *	30,426
	Consultant Estimates *	
	2022	32,316
	2027	34,146
	2032	35,980
	2037	37,870



* Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

CLAYMONT PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 17,500 square feet with population increases as of 2037 0.46

SERVICES IMPROVEMENT, RECOMMENDED

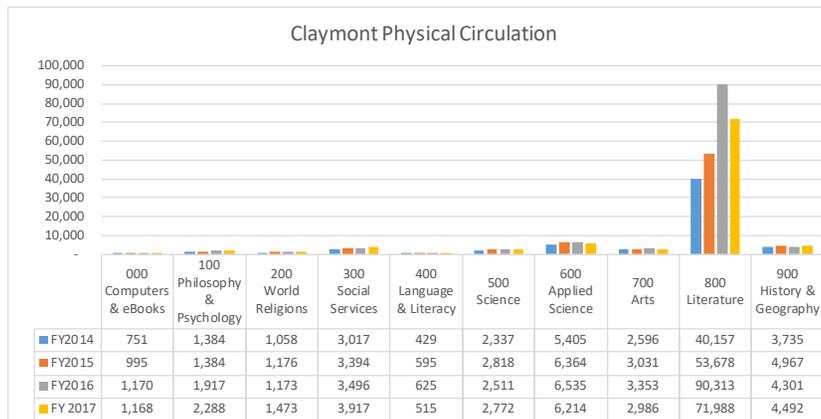
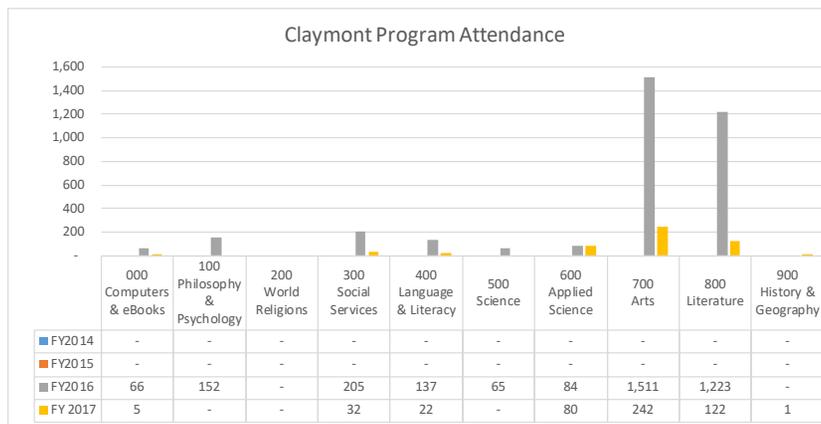
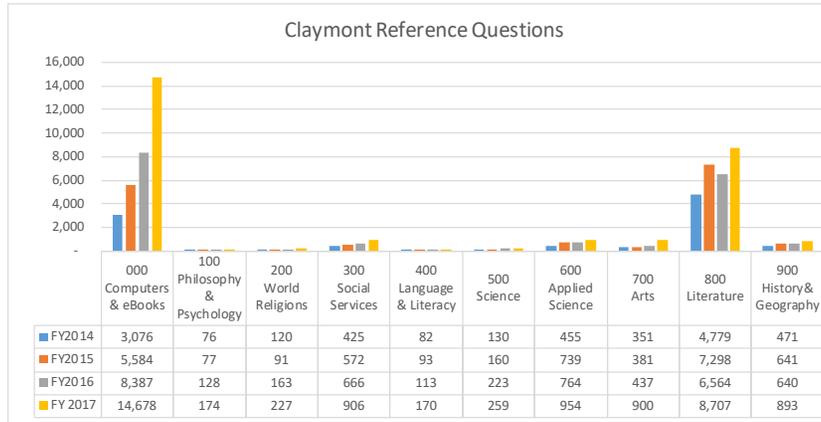
Monday - Tuesday	10:00 AM - 8:00 PM
Wednesday - Saturday	10:00 AM - 5:00 PM
Weekly Hours	48 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check station
- Internet express station

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

CLAYMONT PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

BRANDYWINE HUNDRED LIBRARY

LIBRARY ADDRESS	1300 Faulk Rd. Wilmington, DE 19803 New Castle County	
TELEPHONE #	(302) 477-3150	
FAX #	NA	
HOURS	Sunday	1:00 PM - 5:00 PM
	Monday - Friday	10:00 AM - 9:00 PM
	Saturday	10:00 AM - 5:00 PM
	Weekly Hours	66 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILITY	40,000 Square Feet	
YEAR BUILT	2003	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	estimated 38,253
	Consultant Estimates *	
	2022	40,186
	2027	43,200
	2032	44,920
	2037	45,600



* Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

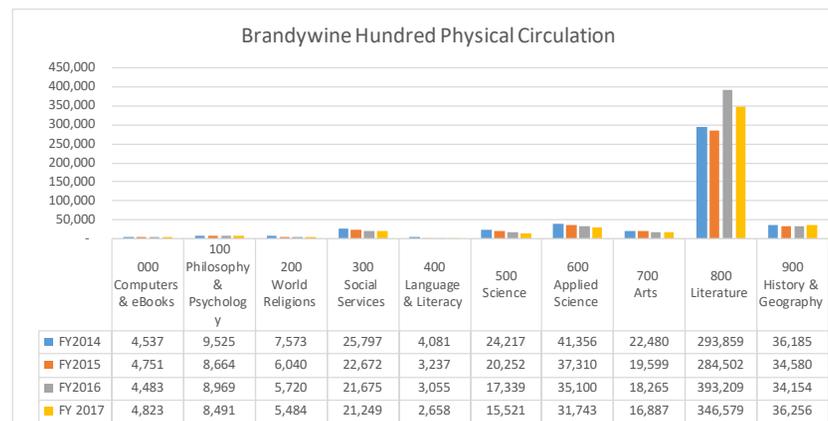
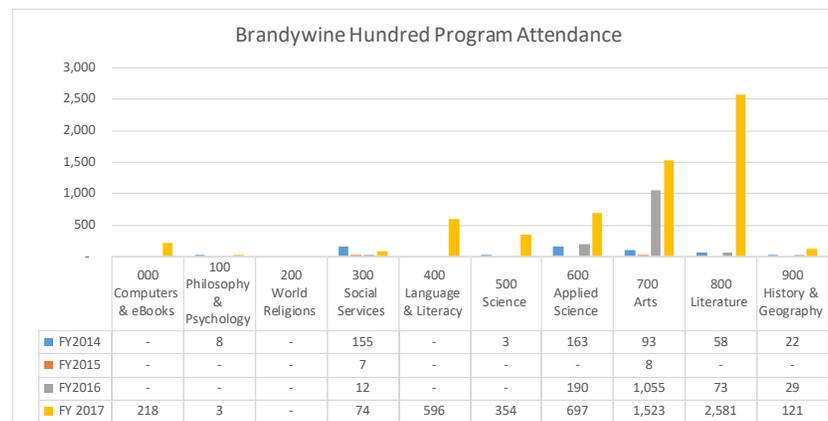
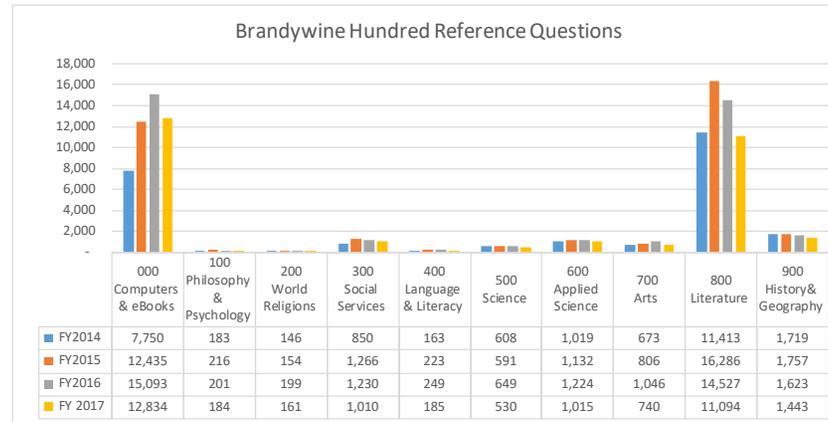
BRANDYWINE HUNDRED LIBRARY



SQUARE FEET PER CAPITA	
Based on 40,000 square feet with population increases as of 2037	0.88
SERVICES IMPROVEMENT, RECOMMENDED	
	NA
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none">- Internet express stations- Teen services lacking wow factor- Service desk- Collaborative station	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

BRANDYWINE HUNDRED LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

WILMINGTON PUBLIC LIBRARY - NORTH BRANCH

LIBRARY ADDRESS	10 East 10th St. Wilmington, DE 1980 New Castle County	
TELEPHONE #	(302) 571-7402	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Wednesday	9:30 AM - 8:00 PM
	Thursday	11:30 AM - 5:00 PM
	Friday - Saturday	11:00 AM - 4:00 PM
	Weekly Hours	47 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	6,318 Square Feet	
YEAR BUILT	NA	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	6,352
	Consultant Estimates *	
	2022	6,426
	2027	6,500
	2032	6,773
	2037	7,000

* Library consultants' estimated.



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

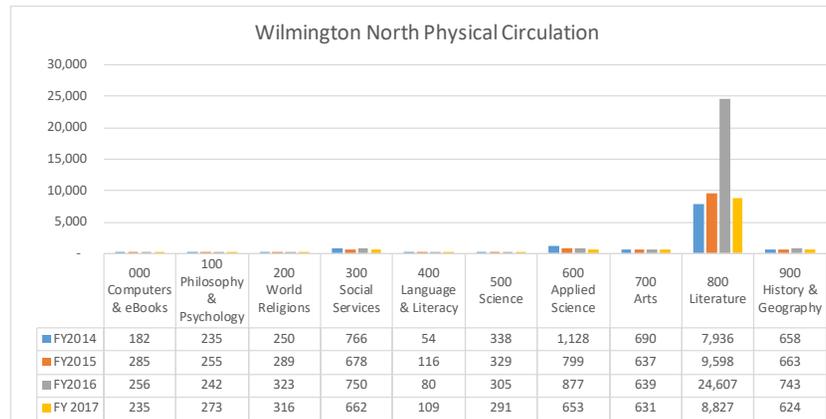
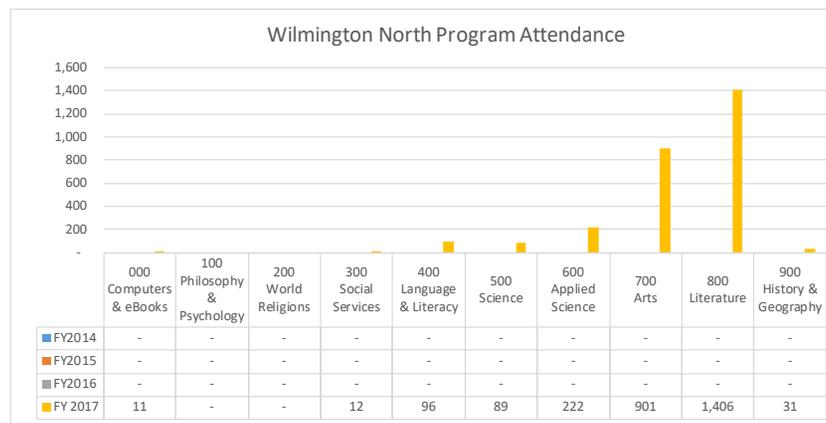
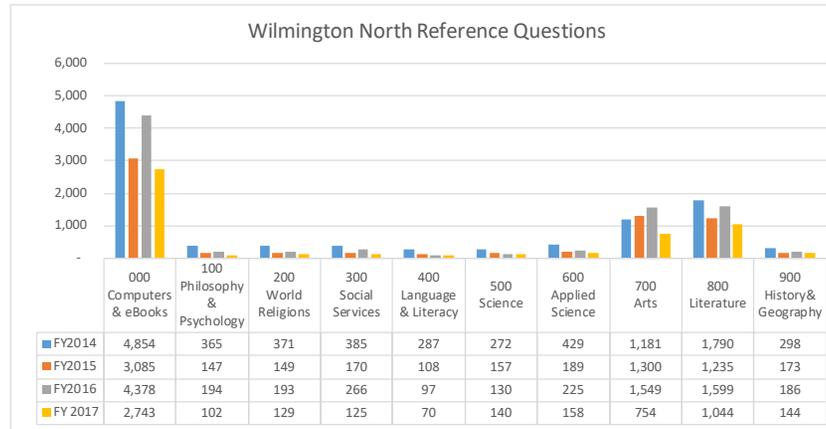
WILMINGTON PUBLIC LIBRARY - NORTH BRANCH



SQUARE FEET PER CAPITA	
Based on 6,318 square feet with population increases as of 2037	.90
SERVICES IMPROVEMENT, RECOMMENDED	
	NA
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none"> - Internet express station - Adult shelving beyond capacity, thinning of collections recommended - Build, or lease, 16,000 square feet for new North Wilmington Library 	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

WILMINGTON PUBLIC LIBRARY - NORTH BRANCH



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

WOODLAWN PUBLIC LIBRARY

LIBRARY ADDRESS	2020 West 9th St. Wilmington, DE 19805 New Castle County	
TELEPHONE #	(302) 521-7425	
FAX #	NA	
HOURS	Sunday	1:00 PM - 5:00 PM
	Monday - Wednesday	10:00 AM - 9:00 PM
	Thursday	10:00 AM - 5:00 PM
	Friday	CLOSED
	Saturday	10:00 AM - 5:00 PM
	Weekly Hours	51 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILITY	17,600 Square Feet	
YEAR BUILT	2006	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	38,204
	Consultant Estimates *	
	2022	40,450
	2027	43,929
	2032	45,000
	2037	45,700



* Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

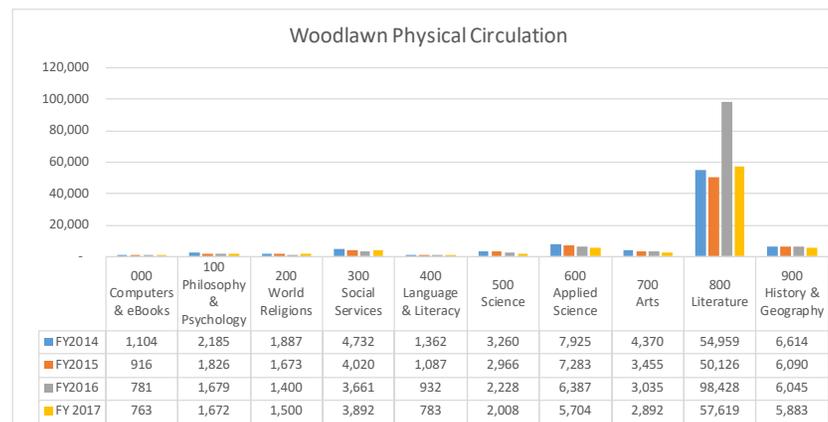
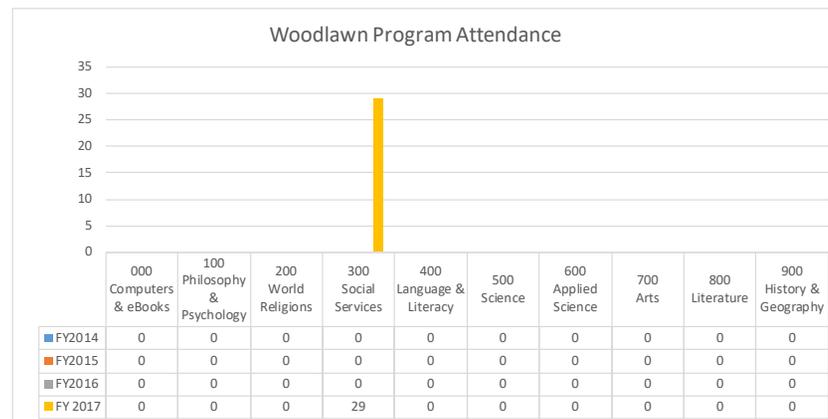
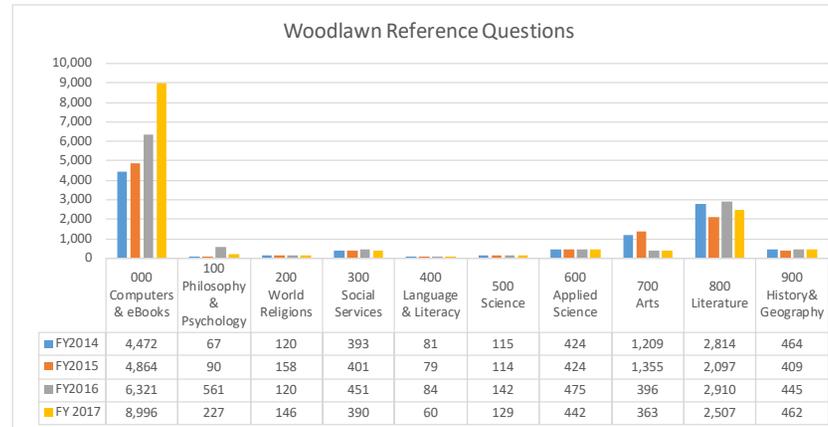
WOODLAWN PUBLIC LIBRARY



SQUARE FEET PER CAPITA	
Based on 17,600 square feet with population increases as of 2037	0.39
SERVICES IMPROVEMENT, RECOMMENDED	
Friday Weekly Hours	10:00 PM - 5:00 PM 58 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
Self-check stations	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

WOODLAWN PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

WILMINGTON INSTITUTE

LIBRARY ADDRESS	10 East 10th St. Wilmington, DE 19801 New Castle County	
TELEPHONE #	(302) 571-7402	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Wednesday	9:30 AM - 8:00 PM
	Thursday	9:30 AM - 5:00 PM
	Friday - Saturday	9:00 AM - 5:00 PM
	Weekly Hours	47 HPW
TYPE OF LIBRARY	Anchor	
SIZE OF FACILITY	45,592 Square Feet	
YEAR BUILT	2014	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	57,172 ¹
	Consultant Estimates *	
	2022	62,987
	2027	65,924
	2032	68,861
	2037	71,442



* Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

¹ LibPas indicates 63,524. This includes population of 6,352 for North Wilmington Library

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

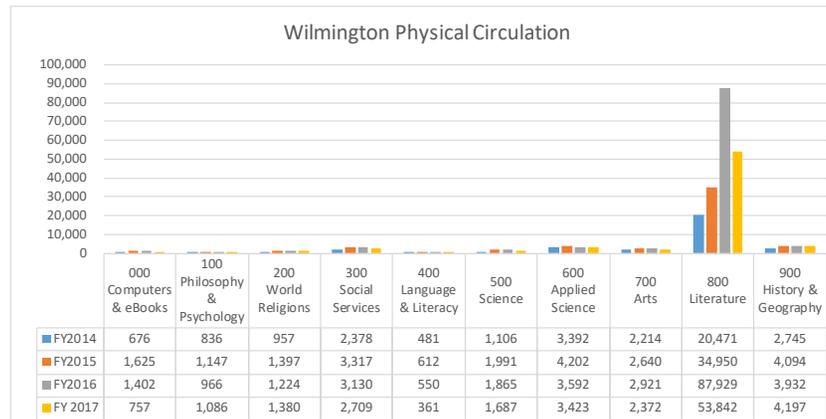
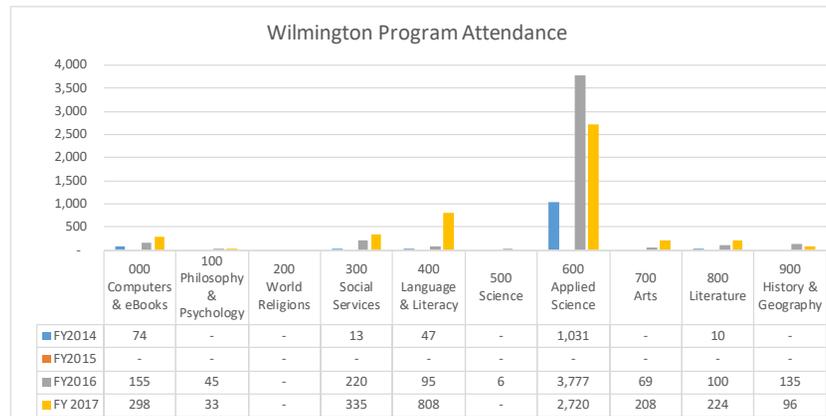
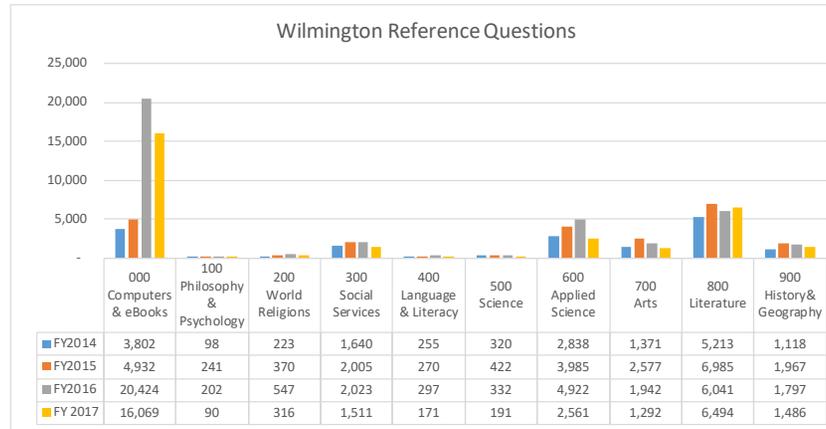
WILMINGTON INSTITUTE



SQUARE FEET PER CAPITA	
Based on 45,592 square feet with population increases as of 2037	0.64
SERVICES IMPROVEMENT, RECOMMENDED	
	NA
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none"> - Internet express stations - Building wide public address system 	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

WILMINGTON INSTITUTE



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

HOCKESSIN PUBLIC LIBRARY

LIBRARY ADDRESS	1023 Valley Road Hockessin, DE 19707 New Castle County	
TELEPHONE #	(302) 239-5160	
FAX #	NA	
HOURS	Sunday	1:00 PM – 5:00 PM
	Monday - Wednesday	10:00 AM – 9:00 PM
	Thursday	CLOSED
	Friday & Saturday	10:00 AM – 5:00 PM
	Weekly Hours	51 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	23,000 Square Feet	
YEAR BUILT	2008	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	29,114
	Consultant Estimates *	
	2022	31,021
	2027	33,053
	2032	34,500
	2037	35,760



* Based on consultants' estimate as percentage of New Castle County Community Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

HOCKESSIN PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 23,000 square feet with
population increases as of 2037

0.64

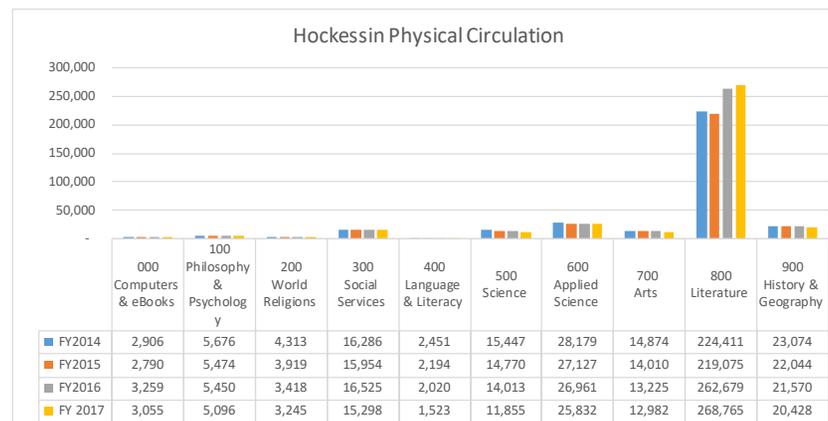
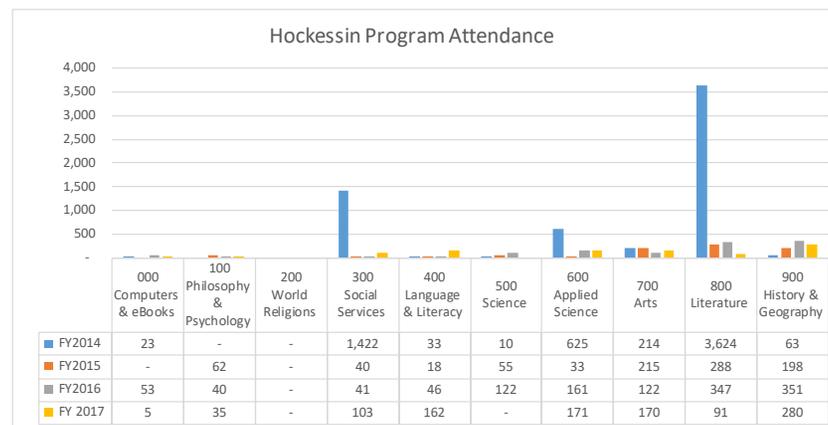
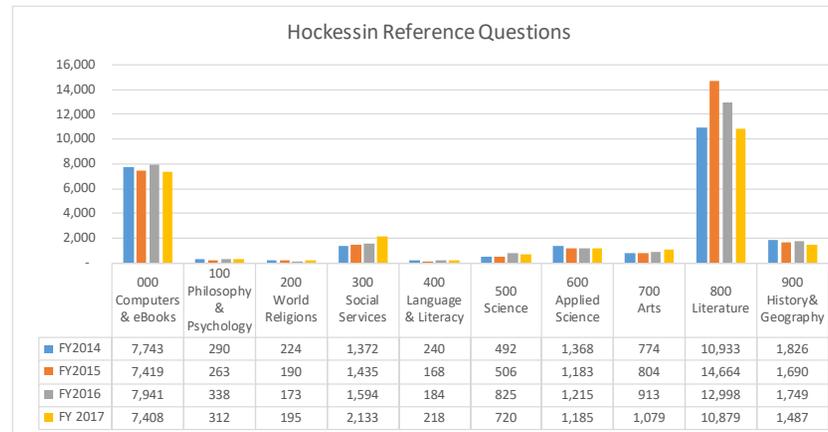
SERVICES IMPROVEMENT, RECOMMENDED

Thursday 10:00 AM – 9:00 PM
Weekly hours

62 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-Check stations
- Internet Express stations
- Collaborative workstation
- Teen Services area lacking wow factor and a Service point



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

ELSMERE PUBLIC LIBRARY

LIBRARY ADDRESS	30 Spruce Ave. Elsmere, DE 19805 New Castle County	
TELEPHONE #	(302) 892-2210	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday	10:00 AM - 8:00 PM
	Tuesday & Thursday	12:00 PM - 8:00 PM
	Wednesday	CLOSED
	Friday & Saturday	10:00 AM - 5:00 PM
	Weekly Hours	40 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	7,000 Square Feet	
YEAR BUILT	2009	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	42,689
	Consultant Estimates *	
	2022	45,712
	2027	47,500
	2032	49,000
	2037	50,333



* Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

ELSMERE PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 7,000 square feet with population increases as of 2037 0.14

SERVICES IMPROVEMENT, RECOMMENDED

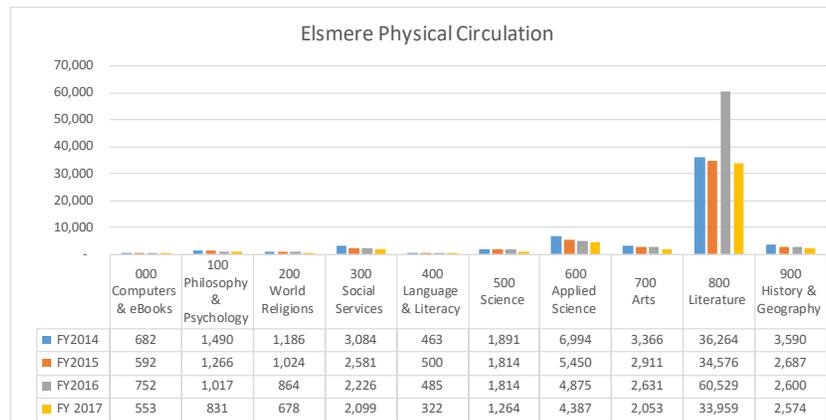
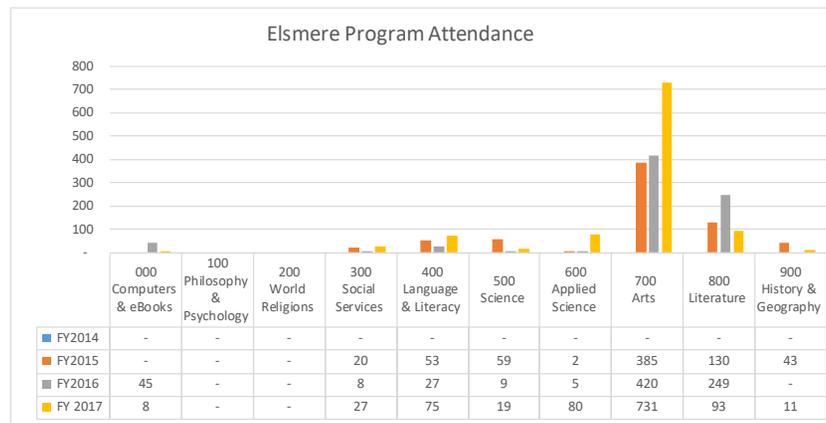
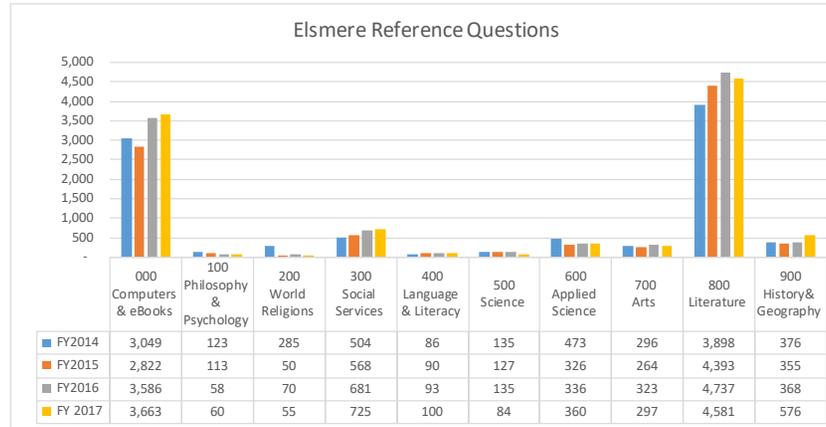
Wednesday 12:00 PM - 8:00 PM
Weekly Hours 48 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Add one 4-person Group Study Room using office-systems furniture.
- Renovate/expand, or new building to reach 16,000 square feet.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

ELSMERE PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

ROUTE 9 LIBRARY

LIBRARY ADDRESS	3022 New Castle Ave. New Castle, DE 19720 New Castle County	
TELEPHONE #	(302) 657-8020	
FAX #	NA	
HOURS	Sunday	1:00 PM - 5:00 PM
	Monday - Wednesday	10:00 AM - 9:00 PM
	Thursday	CLOSED
	Friday - Saturday	10:00 AM - 5:00 PM
	Weekly Hours	51 HPW
TYPE OF LIBRARY	Anchor	
SIZE OF FACILITY	40,000 Square Feet	
YEAR BUILT	2017	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	22,774
	Consultant Estimates *	
	2022	23,940
	2027	25,166
	2032	26,454
	2037	27,809



* Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

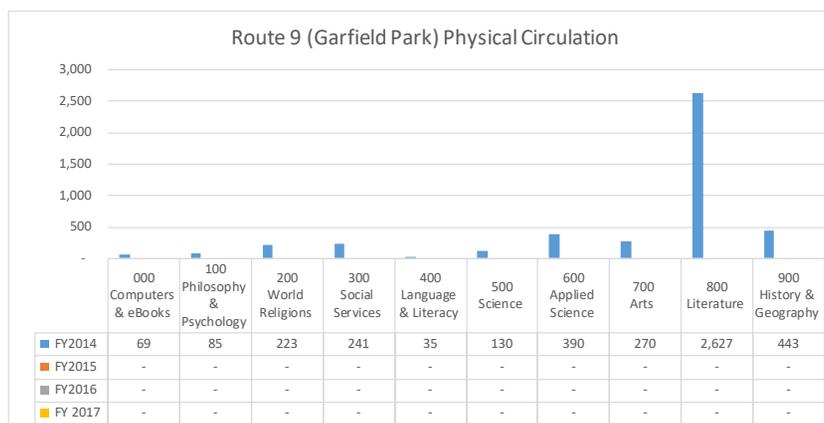
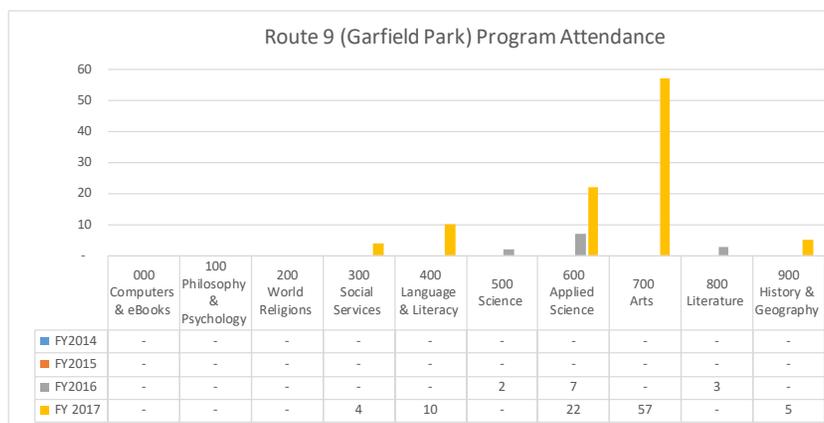
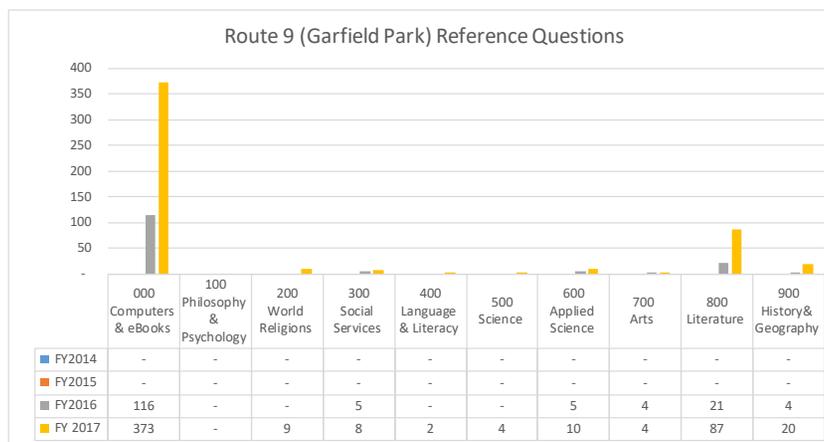
ROUTE 9 LIBRARY



SQUARE FEET PER CAPITA	
Based on 40,000 square feet with population increases as of 2037	1.44
SERVICES IMPROVEMENT, RECOMMENDED	
Thursday Weekly Hours	10:00 AM - 9:00 PM 62 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
NA	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

ROUTE 9 LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

NEW CASTLE PUBLIC LIBRARY

LIBRARY ADDRESS	424 Delaware St. New Castle, DE 19720 New Castle County	
TELEPHONE #	(302) 328-1995	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Tuesday	10:00 AM - 9:00 PM
	Wednesday - Thursday	2:00 PM - 9:00 PM
	Friday - Saturday	10:00 AM - 3:00 PM
	Weekly Hours	46 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILITY	23,000 Square Feet	
YEAR BUILT	2010	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	28,743
	Consultant Estimates *	
	2022	29,007
	2027	29,271
	2032	29,535
	2037	29,800



* Based on The Delaware Population Consortium, November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

NEW CASTLE PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 23,000 square feet with
population increases as of 2037

0.77

SERVICES IMPROVEMENT, RECOMMENDED

Friday & Saturday

10:00 AM - 5:00 PM

Weekly Hours

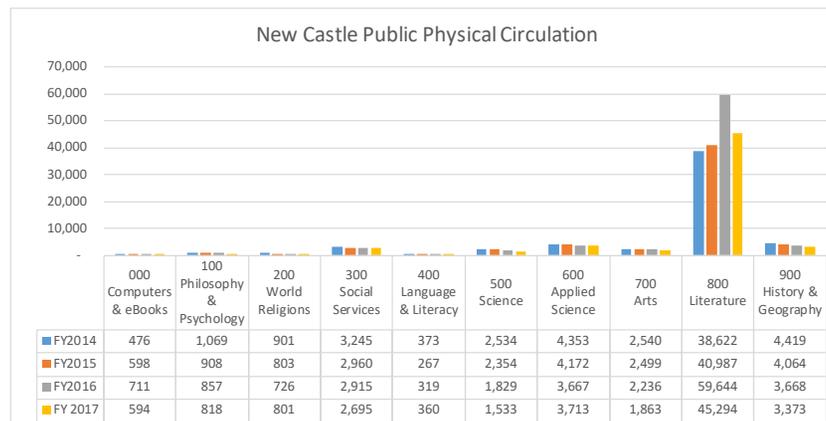
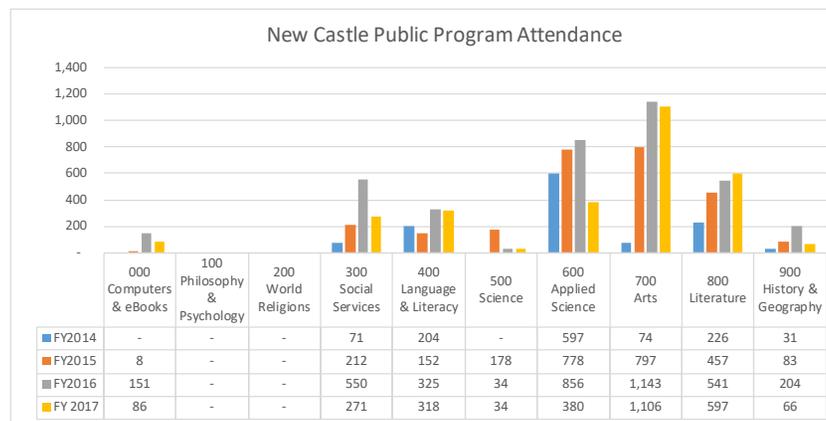
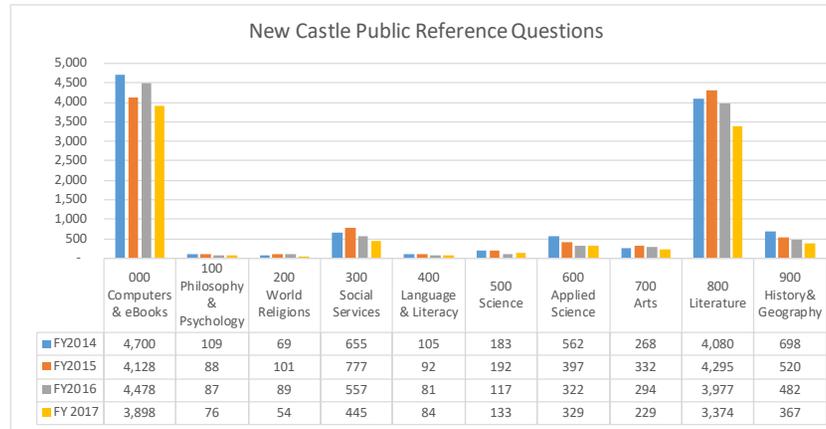
56 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check stations
- Internet express stations
- Library director's office not ADA compliant, add chair lift

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

NEW CASTLE PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

KIRKWOOD PUBLIC LIBRARY

LIBRARY ADDRESS	6000 Kirkwood Highway Wilmington, DE 19808 New Castle County	
TELEPHONE #	(302) 892-2210	
FAX #	NA	
HOURS	Sunday	1:00 PM - 5:00 PM
	Monday - Wednesday	10:00 AM - 9:00 PM
	Thursday	10:00 AM - 5:00 PM
	Friday	CLOSED
	Saturday	10:00 AM - 5:00 PM
	Weekly Hours	51 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILITY	22,500 Square Feet	
YEAR BUILT	2008	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	54,967
	Consultant Estimates *	
	2022	58,750
	2027	60,100
	2032	62,000
	2037	63,420



* Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

KIRKWOOD PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 22,500 square feet with population increases as of 2037 0.35

SERVICES IMPROVEMENT, RECOMMENDED

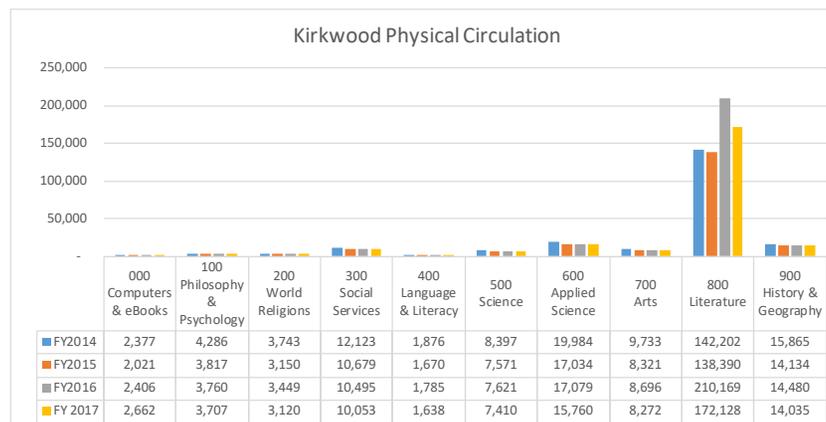
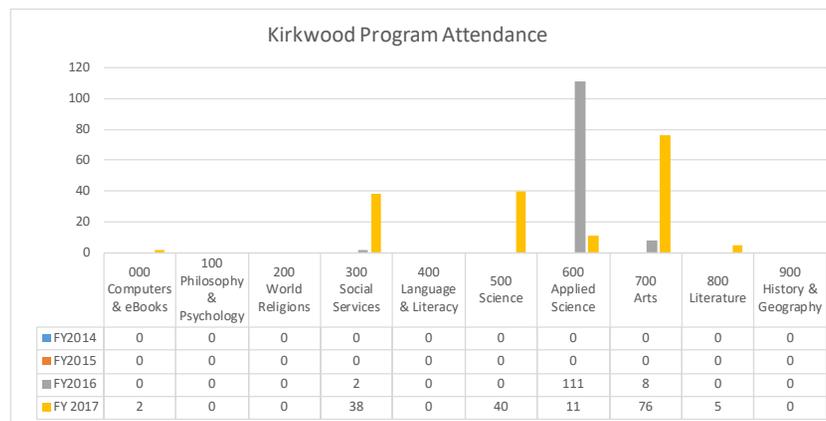
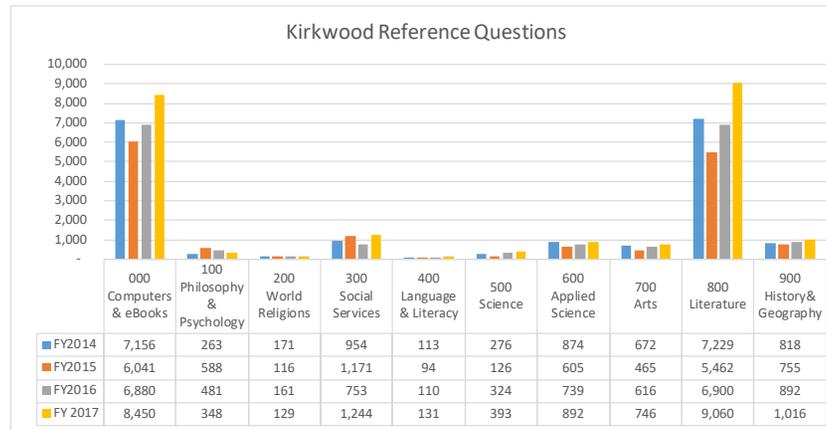
Friday 10:00 AM - 5:00 PM
Weekly Hours 58 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check stations
- Internet express stations
- Teen services area lacking wow factor and service point
- Charging station(s)

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

KIRKWOOD PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

NEWARK FREE LIBRARY

LIBRARY ADDRESS	750 Library Ave. Newark, DE 19711 New Castle County	
TELEPHONE #	(302) 731-7750	
FAX #	NA	
HOURS	Sunday	1:00 PM - 5:00 PM
	Monday - Wednesday	10:00 AM - 9:00 PM
	Thursday	CLOSED
	Friday	10:00 AM - 9:00 PM
	Saturday	10:00 AM - 5:00 Pm
	Weekly Hours	55 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILTY	26,500 Square Feet	
YEAR BUILT	2003	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	77,236
	Consultant Estimates *	
	2022	80,443
	2027	82,000
	2032	83,000
	2037	84,567



*** Based on consultants' estimate as percentage of New Castle County Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

NEWARK FREE LIBRARY



SQUARE FEET PER CAPITA

Based on 26,500 square feet with population increases as of 2037 0.31

SERVICES IMPROVEMENT, RECOMMENDED

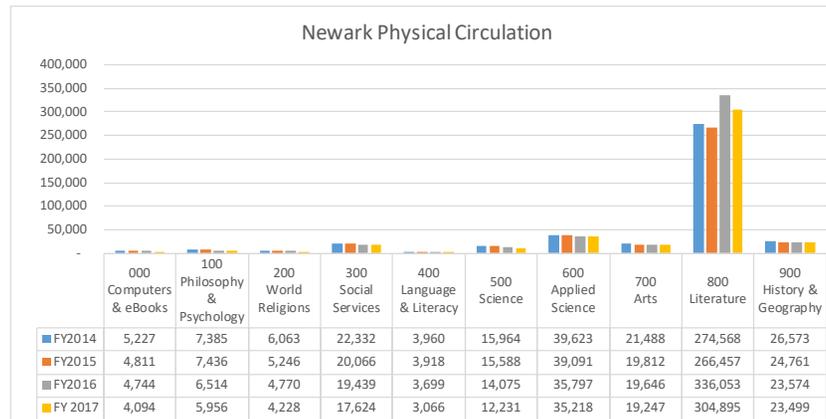
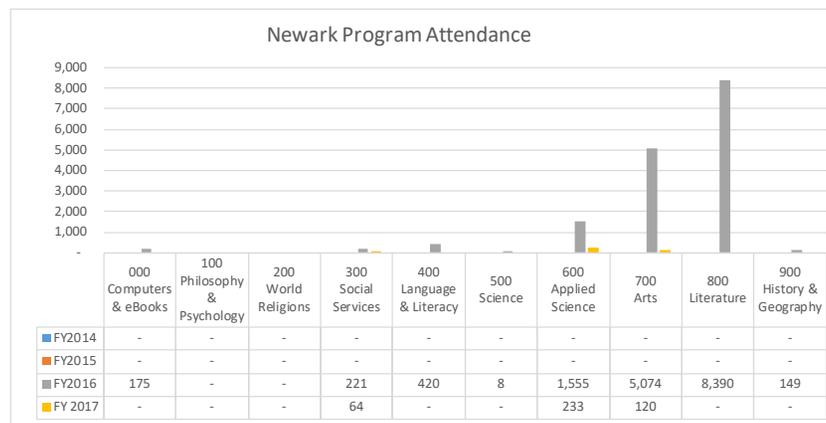
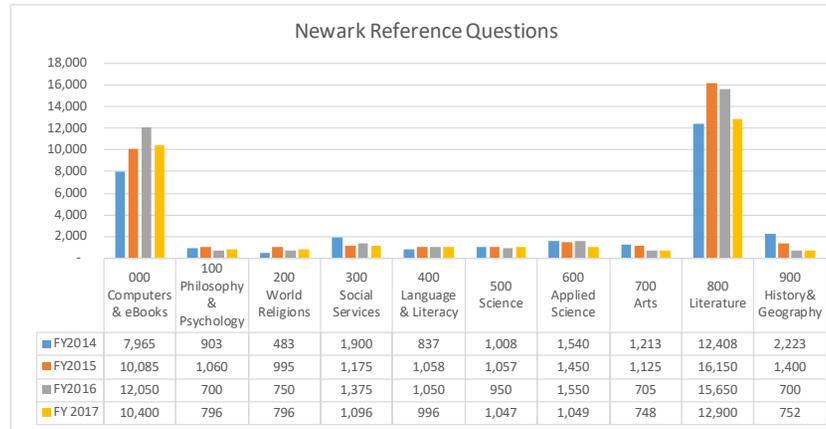
Friday 10:00 PM - 5:00 PM
 Weekly Hours 58 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check stations
- Internet express stations
- Sightlines are not very good; rework shelving, service desk placement (s).

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

NEWARK FREE LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

BEAR PUBLIC LIBRARY

LIBRARY ADDRESS	101 Governors Place Bear, DE 19701	
TELEPHONE #	(302) 838-3300	
FAX #	(302) 838-3307	
HOURS	Sunday	1:00 PM - 5:00 PM
	Monday - Wednesday	10:00 AM - 9:00 PM
	Thursday - Saturday	10:00 AM - 5:00 PM
	Friday	CLOSED
	Weekly Hours	58 HPW
TYPE OF LIBRARY	Anchor (when expanded)	
SIZE OF FACULTY	25,000 Square Feet	
YEAR BUILT	NA	
YEAR OF LAST MAJOR RENOVATION	2013	
YEAR OF LAST ADDITION	None	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	97,736
	Consultant Estimates *	
	2022	102,000
	2027	107,500
	2032	109,584
	2037	111,028



* Based on consultants' estimate as percentage of New Castle County Community Services population by DDL of 444,441.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

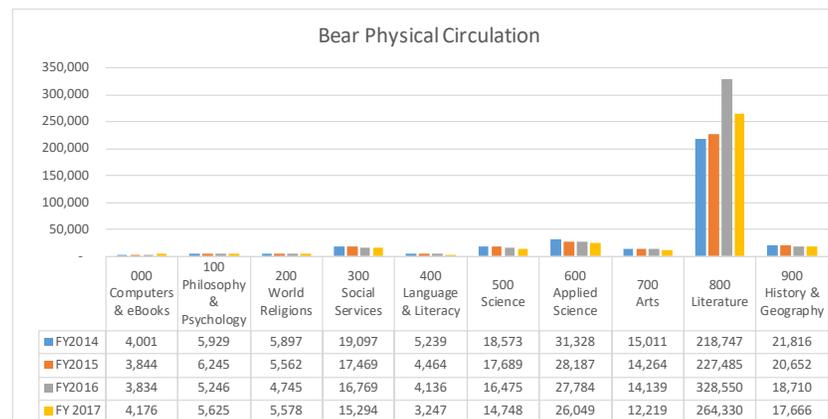
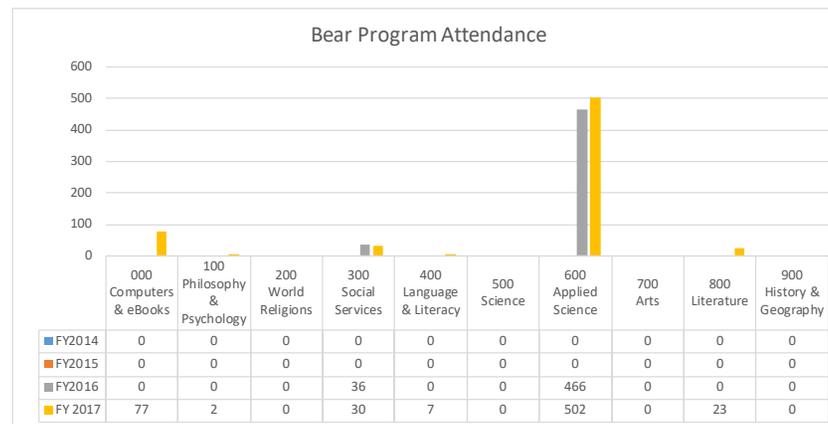
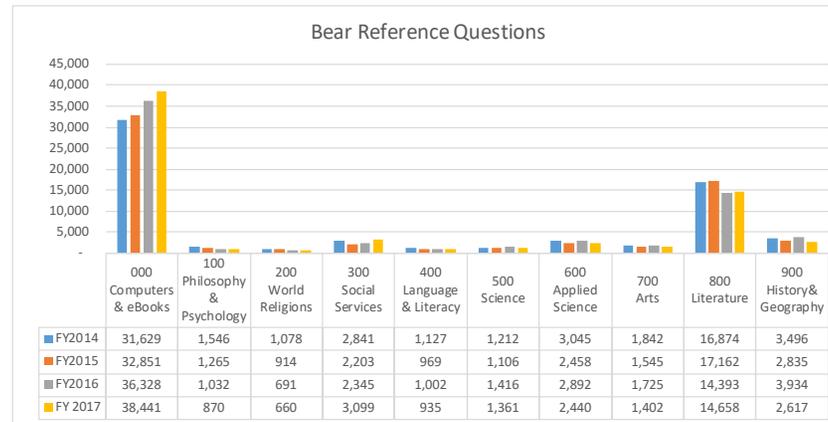
BEAR PUBLIC LIBRARY



SQUARE FEET PER CAPITA		
	2017	0.24
	2022	0.23
	2027	0.21
	2032	0.19
	2037	0.17
FACILITY IMPROVEMENT, RECOMMENDED		
N/A		

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

BEAR PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DELAWARE CITY LIBRARY

LIBRARY ADDRESS	250 Fifth St. Delaware City, DE 19706	
TELEPHONE #	(302) 834-4148	
FAX #	NA	
HOURS	Sunday	12:00 PM - 3:00 PM
	Monday - Thursday	10:00 AM - 8:00 PM
	Friday	CLOSED
	Saturday	11:00 AM - 4:00 PM
	Weekly Hours	48 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	13,000 Square Feet	
YEAR BUILT	2003	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	7,513
	Consultant Estimates *	
	2022	8,819
	2027	8,942
	2032	9,584
	2037	10,226

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

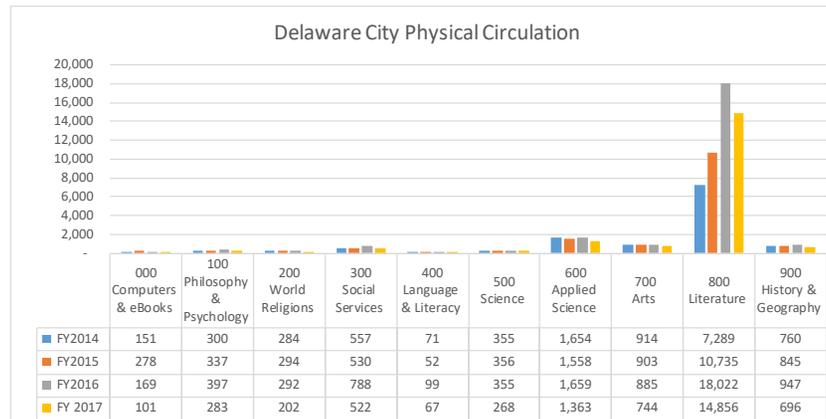
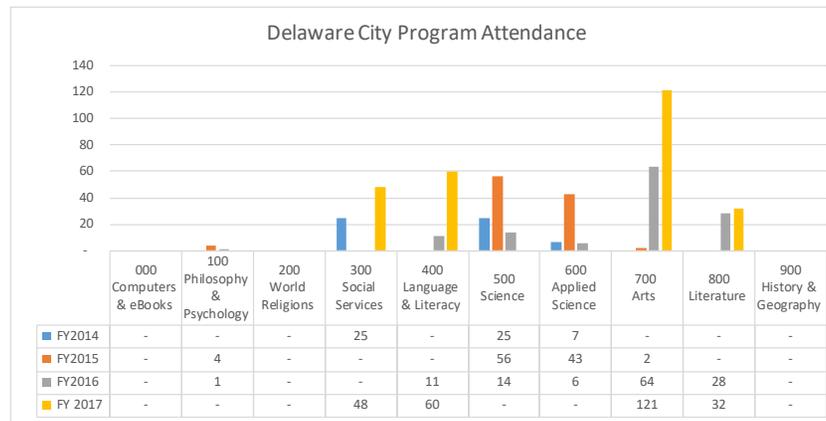
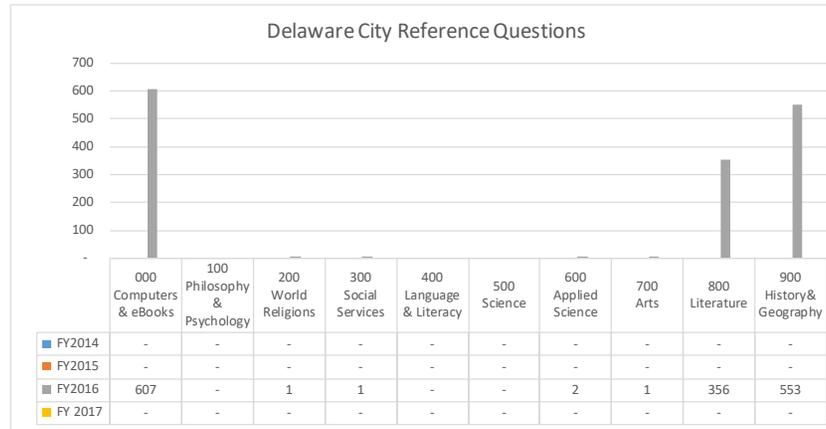
DELAWARE CITY LIBRARY



SQUARE FEET PER CAPITA	
Based on 13,000 square feet with population increases as of 2037	1.76
SERVICES IMPROVEMENT, RECOMMENDED	
Sunday	12:00 PM - 4:00 PM
Saturday	10:00 AM - 4:00 PM
Weekly Hours	50 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none"> - Minimal wow factor in Teen Services area - Shelving capacity exceeds 80% in Teen and Children's Services - Bookstacks exceed capacity, thinning of collections recommended - Self-check station - Internet express station - Either major renovation/expansion to 18,000 square feet or all new 18,000 square feet facility by 2027 	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DELAWARE CITY LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

CORBIT-CALLOWAY MEMORIAL LIBRARY

LIBRARY ADDRESS	115 High St. Odessa, DE 19730 New Castle County	
TELEPHONE #	(302) 378-8838	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday & Thursday	1:00 PM - 8:00 PM
	Tuesday & Friday	10:00 AM - 4:00 PM
	Wednesday	10:00 AM - 8:00 PM
	Saturday	9:00 AM - 1:00 PM
	Weekly Hours	40 HPW
TYPE OF LIBRARY	Community (small)	
SIZE OF FACILITY	6,100 Square Feet	
YEAR BUILT	1968	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
2016 Legal Service Area Population *	16,586	
Consultant Estimates		
	2022	17,055
	2027	17,291
	2032	17,643
	2037	17,879

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

CORBIT-CALLOWAY MEMORIAL LIBRARY



SQUARE FEET PER CAPITA

Based on 13,490 square feet with population increases as of 2037 1.12

SERVICES IMPROVEMENT, RECOMMENDED

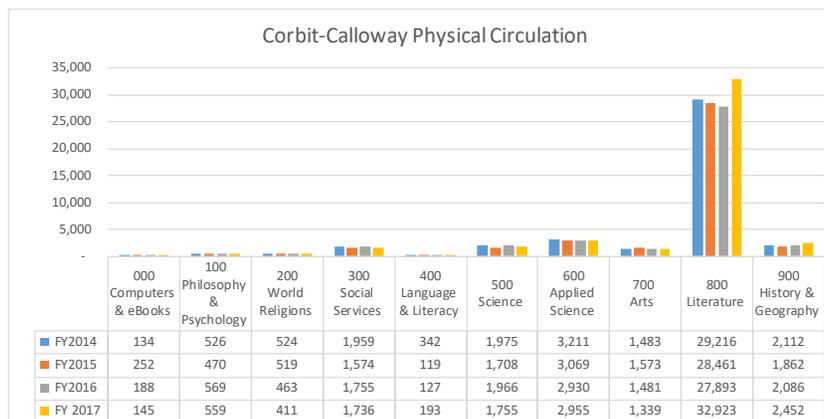
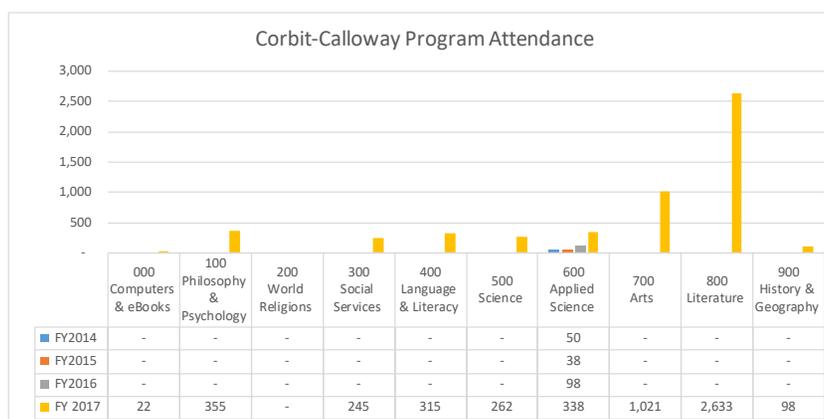
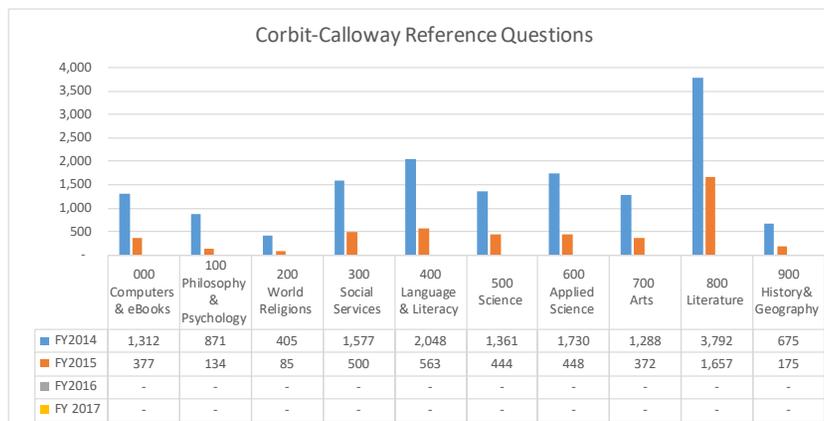
Saturday 10:00 AM - 4:00 PM
Weekly Hours 42 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Bookstacks exceed capacity, thinning of collections recommended
- Either major renovation/expansion to 20,000 square feet or all new 20,000 square feet facility by 2037

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

CORBIT-CALLOWAY MEMORIAL LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

APPOQUINIMINK COMMUNITY LIBRARY

LIBRARY ADDRESS	631 North Broad St. Middletown, DE 19709 Sussex County	
TELEPHONE #	(302) 378-5588	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday	10:00 AM - 8:00 PM
	Tuesday - Wednesday	1:00 PM - 8:00 PM
	Thursday - Friday	10:00 AM - 5:00 PM
	Weekly Hours	31 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	10,000 Square Feet	
YEAR BUILT	NA	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
YEAR OF NEW BUILDING	2020 ¹	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	13,372
	Consultant Estimates *	
	2022	13,424
	2027	14,762
	2032	14,195
	2037	15,640



* Based on The Delaware Population Consortium November 2016

¹ Estimated opening

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

APPOQUINIMINK COMMUNITY LIBRARY



SQUARE FEET PER CAPITA

Based on 17,500 square feet with population increases as of 2037

0.63

SERVICES IMPROVEMENT, RECOMMENDED

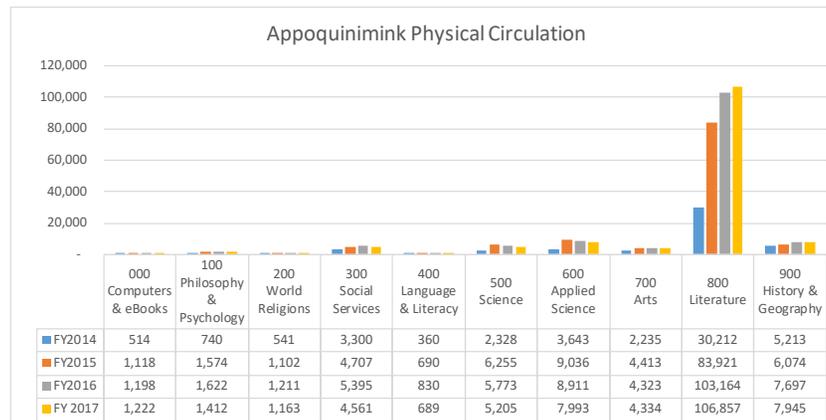
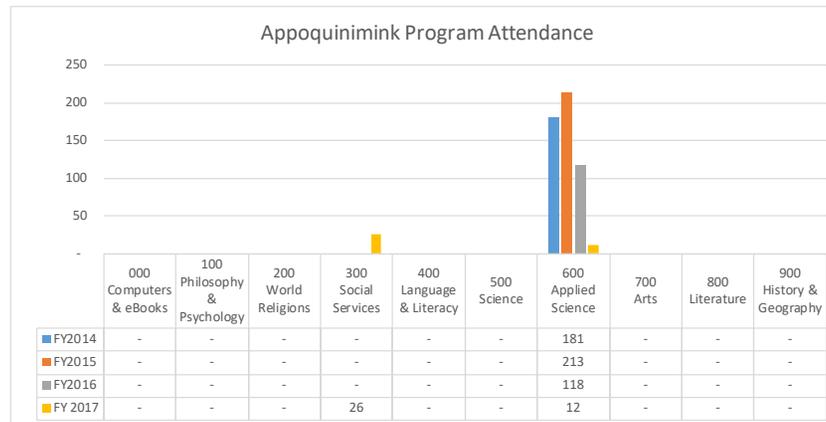
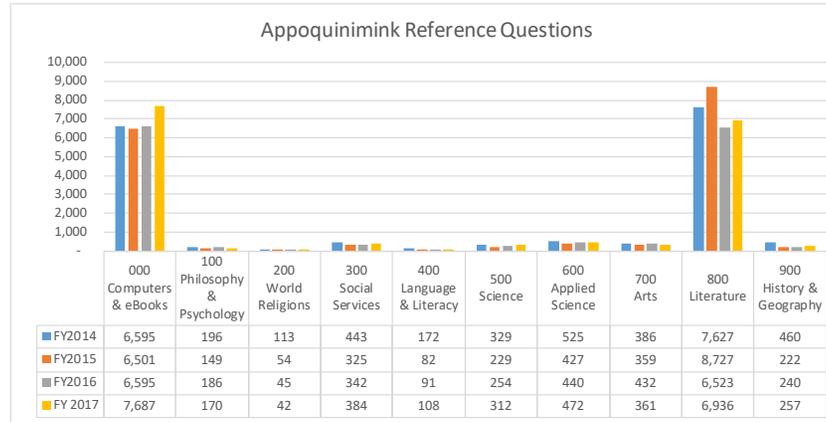
NA

FACILITY IMPROVEMENT, RECOMMENDED

- Children's services bookstacks beyond capacity, recommend thinning of collections
- New 25,000 square foot building planned

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

APPOQUINIMINK COMMUNITY LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SMYRNA PUBLIC LIBRARY

LIBRARY ADDRESS	107 S Main St. Smyrna, DE 19977 Kent County	
TELEPHONE #	(302) 653-4579	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday & Wednesday	8:30 AM - 6:00 PM
	Tuesday & Thursday	10:00 AM - 8:00 PM
	Saturday	CLOSED
	Weekly Hours	39 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	4,918 Square Feet	
YEAR BUILT	1870 ¹	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
YEAR OF NEW BUILDING (DUCK CREEK)	2020	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	33,837
	Consultant Estimates *	
	2022	34,150
	2027	34,784
	2032	35,742
	2037	36,700



* Based on The Delaware Population Consortium November 2016

¹ Renovated in the 2000s

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

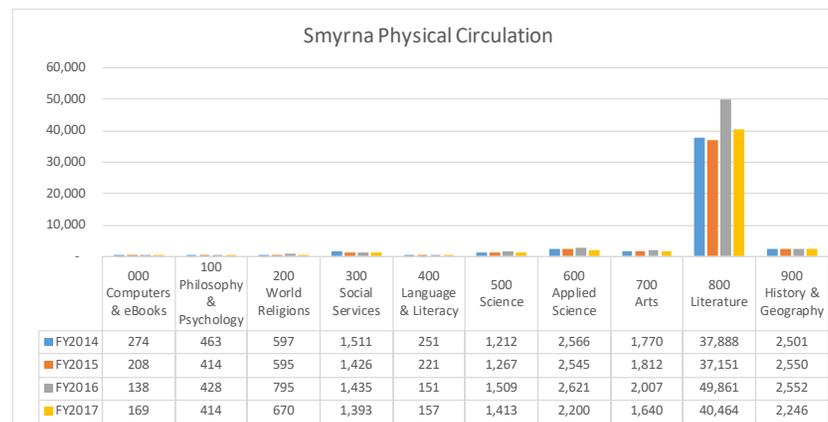
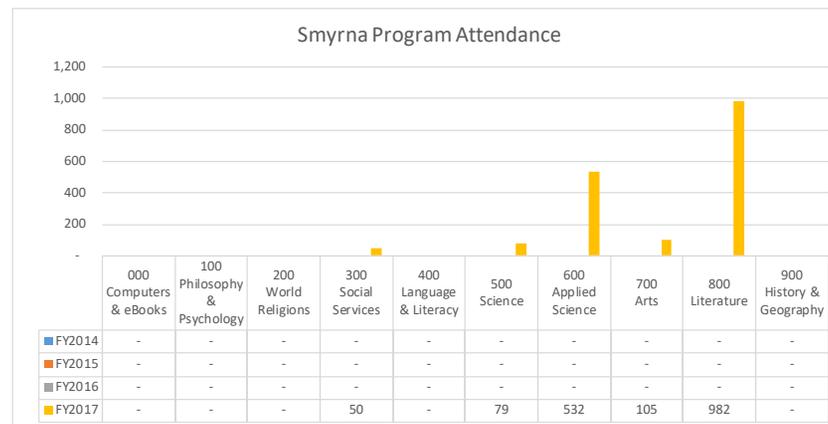
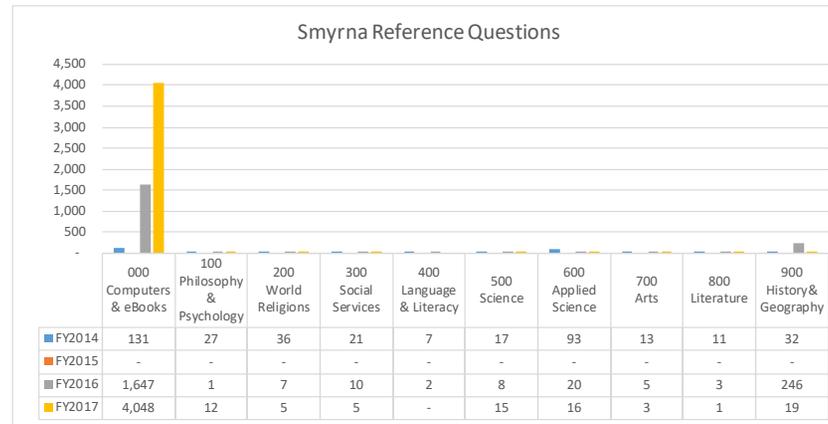
DUCK CREEK PUBLIC LIBRARY



SQUARE FEET PER CAPITA	
Based on 4,918 square feet with population increases as of 2037	0.13
SERVICES IMPROVEMENT, RECOMMENDED	
Saturday Weekly Hours	10:00 AM - 2:00 PM 43 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
- Proposed Duck Creek District Library, 25,000 square feet, open 2020	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DUCK CREEK PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DOVER PUBLIC LIBRARY

LIBRARY ADDRESS	35 Loockerman Plaza Dover, DE 19901	
TELEPHONE #	(302) 736-7032	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Friday	9:00 AM - 7:55 PM
	Saturday	10:00 AM - 4:55 PM
	Weekly Hours	61.5 HPW
TYPE OF LIBRARY	Anchor	
SIZE OF FACILITY	46,000 Square Feet	
YEAR BUILT	2012	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	62,527
	Consultant Estimates *	
	2022	64,297
	2027	64,700
	2032	65,424
	2037	66,148

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DOVER PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 46,000 square feet with population increases as of 2037

0.70

SERVICES IMPROVEMENT, RECOMMENDED

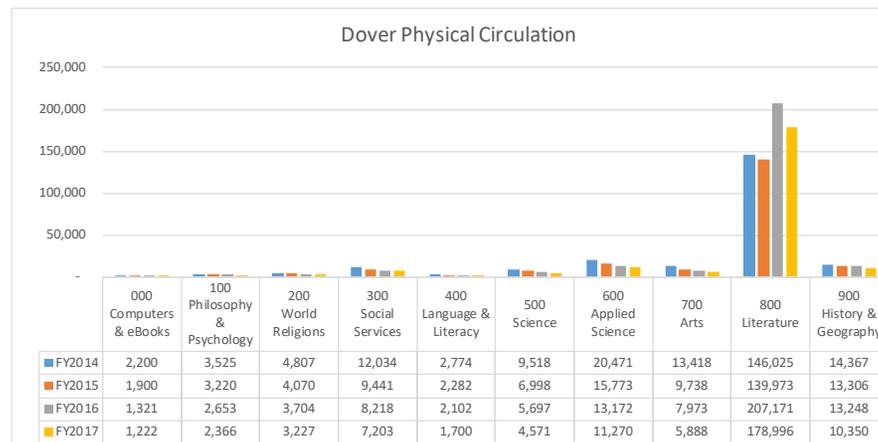
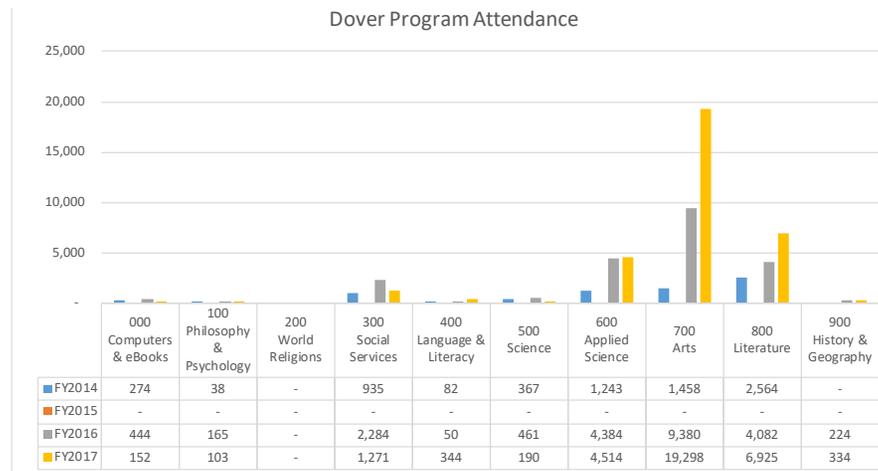
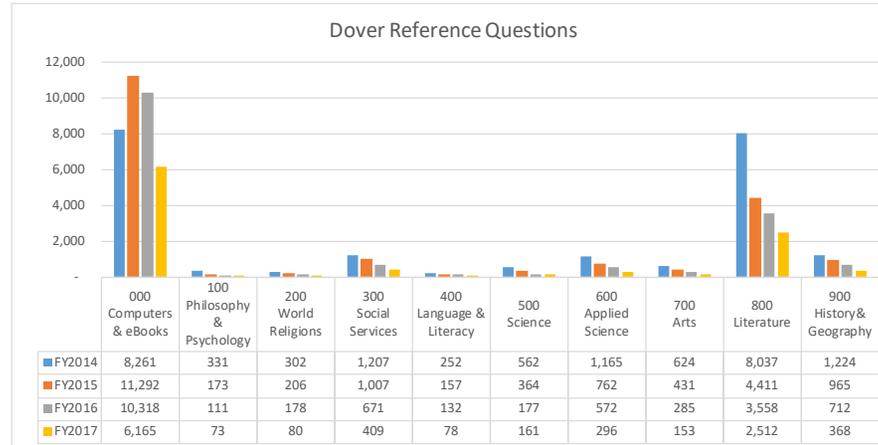
- Teen services hours consistent with rest of building
- Unless city code requires closing 5 minutes before the hour, it is recommended to change: 62 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Internet express stations on levels 1 & 2
- Re-configure space, using office systems furniture, to obtain 2 4-person Group Study Roms. One on 2nd level and one for Teens.

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DOVER PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

KENT COUNTY PUBLIC LIBRARY

LIBRARY ADDRESS	497 South Red Haven Lane Dover, DE 19901	
TELEPHONE #	(302) 698-6440	
FAX #	NA	
HOURS	Monday - Friday	9:00 AM - 8:00 PM
	Saturday - Sunday	1:00 PM - 5:00 PM
	Weekly Hours	63 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	10,000 Square Feet	
YEAR BUILT	2010	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	58,177
	Consultant Estimates *	
	2022	58,888
	2027	59,000
	2032	60,000
	2037	60,442

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

KENT COUNTY PUBLIC LIBRARY

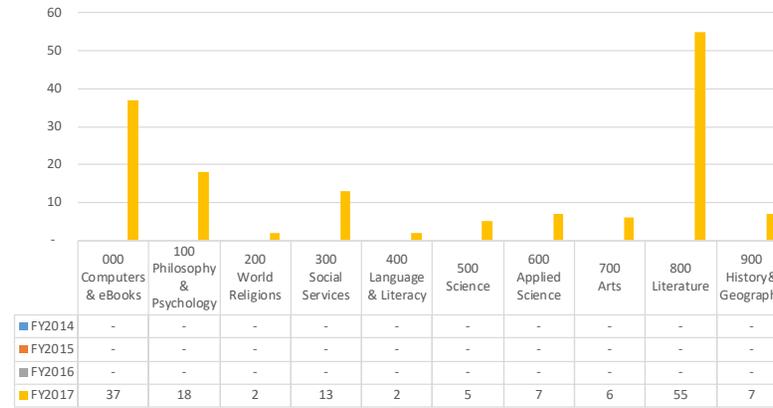


SQUARE FEET PER CAPITA	
Based on 10,000 square feet with population increases as of 2037	0.16
SERVICES IMPROVEMENT, RECOMMENDED	
Saturday Weekly Hours	10:00 AM - 5:00 PM 66 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none"> - Self-check station - Internet express station - Add 4-person Group Study Room via office systems furniture - New 30,000 square foot facility by 2027 	

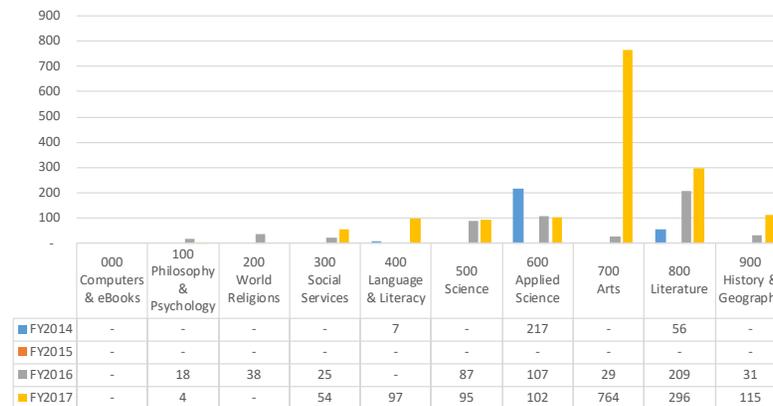
DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

KENT COUNTY PUBLIC LIBRARY

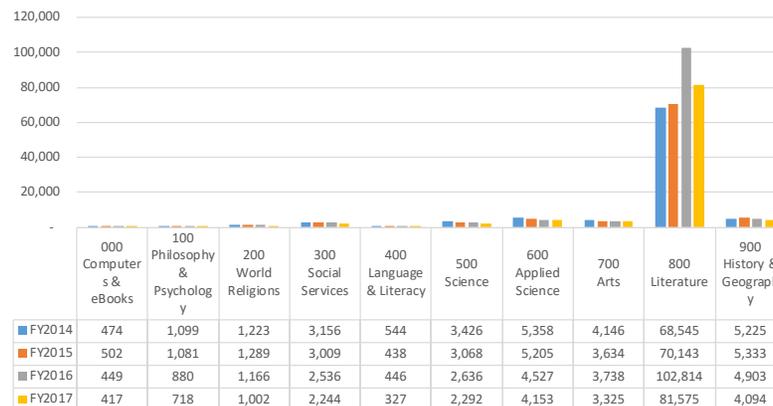
Kent County Reference Questions



Kent County Program Attendance



Kent County Physical Circulation



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

HARRINGTON PUBLIC LIBRARY

LIBRARY ADDRESS	110 Center St. Harrington, DE 19952 Kent County	
TELEPHONE #	(302) 398-4647	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday, Wednesday & Friday	10:00 AM - 6:00 PM
	Tuesday & Thursday	11:30 AM - 8:00 PM
	Saturday	10:00 AM - 2:00 PM
	Weekly Hours	45 HPW
TYPE OF LIBRARY	Community (small)	
SIZE OF FACILITY	3,027 Square Feet	
YEAR BUILT	NA	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
YEAR OF NEW BUILDING	2020	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	12,615
	Consultant Estimates *	
	2022	12,793
	2027	12,972
	2032	13,186
	2037	13,400



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

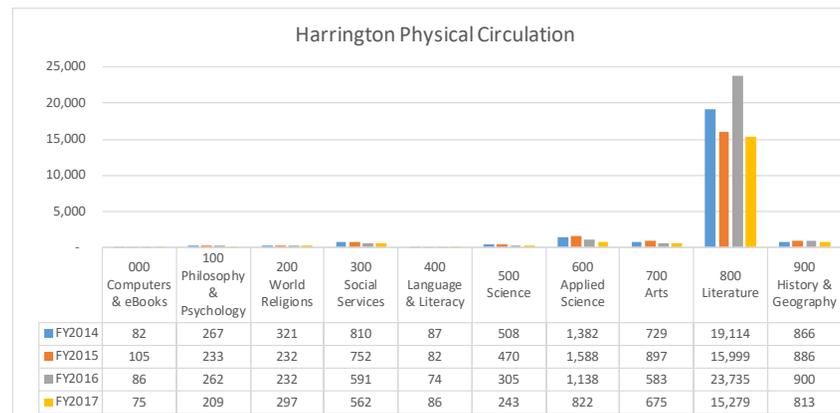
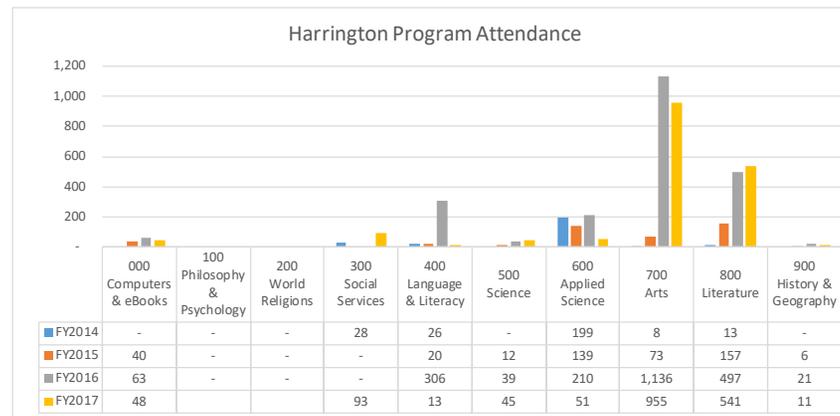
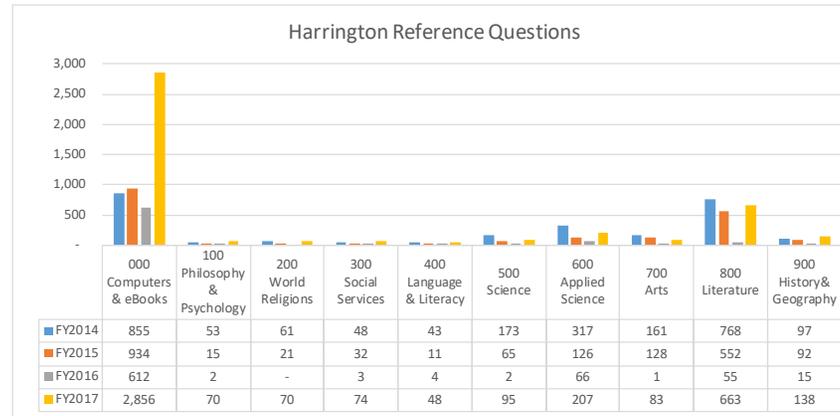
HARRINGTON PUBLIC LIBRARY



SQUARE FEET PER CAPITA	
Based on 15,000 square feet with population increases as of 2037	1.12
SERVICES IMPROVEMENT, RECOMMENDED	
With new building, recommended service hours:	
Sunday	1:00 PM - 5:00 PM
Monday - Thursday	10:00 AM - 8:00 PM
Friday - Saturday	10:00 AM - 5:00 PM
Weekly Hours	58 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
- New 15,000 square foot building open by 2020	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

HARRINGTON PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILFORD PUBLIC LIBRARY

LIBRARY ADDRESS	11 S.E. Front St. Claymont, DE 19703 Kent County	
TELEPHONE #	(302) 422-8996	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Friday	9:00 AM - 8:00 PM
	Saturday	9:00 AM - 2:00 PM
	Weekly Hours	60 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	25,000 Square Feet	
YEAR BUILT	1993	
YEAR OF LAST MAJOR RENOVATION	2010	
YEAR OF LAST ADDITION	2010	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	26,645
	Consultant Estimates *	
	2022	27,777
	2027	28,361
	2032	28,945
	2037	29,000

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILFORD PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 25,000 square feet with
population increases as of 2037

0.86

SERVICES IMPROVEMENT, RECOMMENDED

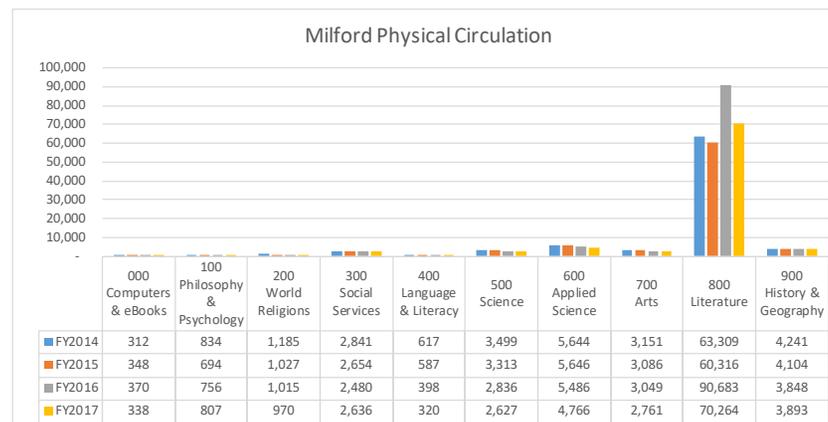
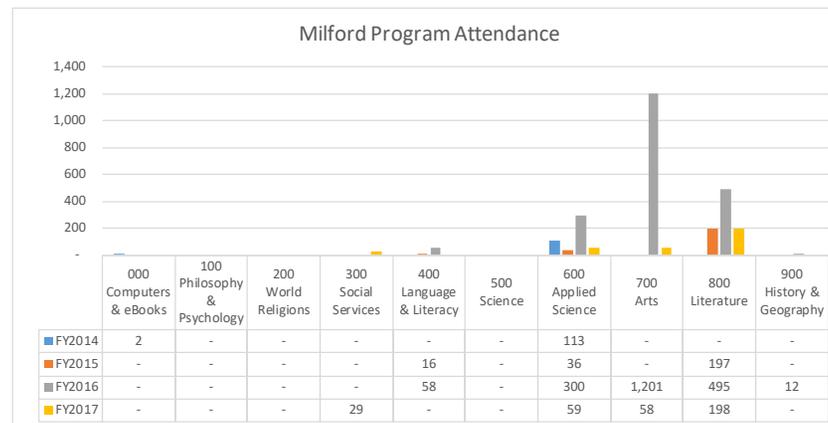
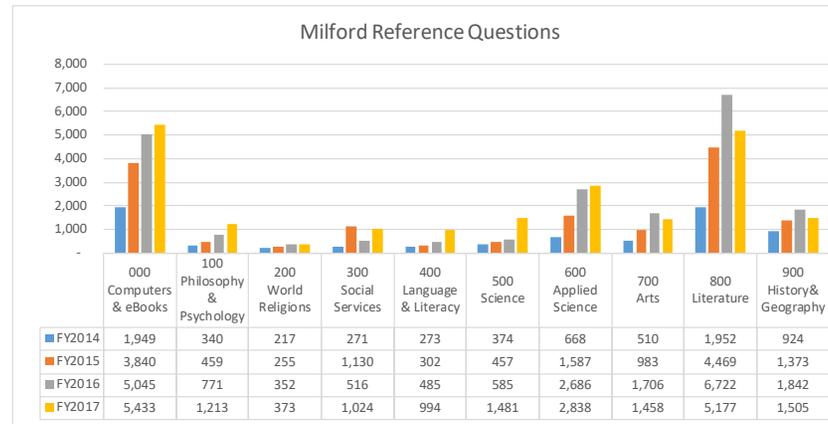
NA

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check stations
- Internet express stations
- Collaborative workstation in Adult Services

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILFORD PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

LEWES PUBLIC LIBRARY

LIBRARY ADDRESS	111 Adams St. Lewes, DE 19958 Sussex County	
TELEPHONE #	(302) 645-2733	
FAX #	NA	
HOURS	Sunday	Closed
	Monday - Friday	10:00 AM - 7:00 PM
	Saturday	10:00 AM - 3:00 PM
	Weekly Hours	50 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	28,502 Square Feet	
YEAR BUILT	2016	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	17,986
	Consultant Estimates *	
	2022	18,747
	2027	20,175
	2032	20,288
	2037	20,400

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

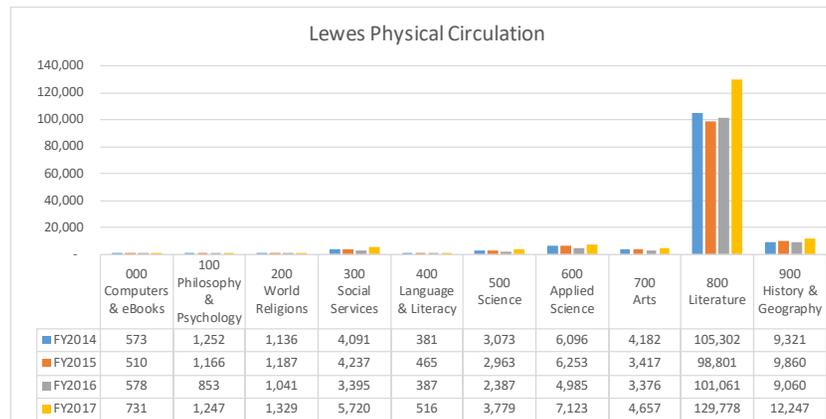
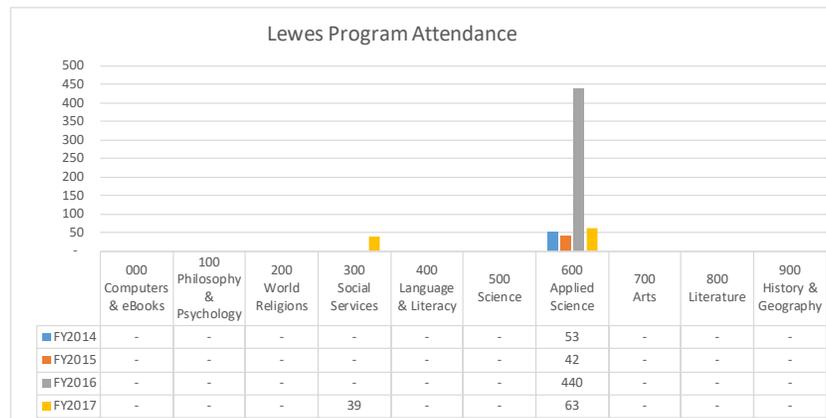
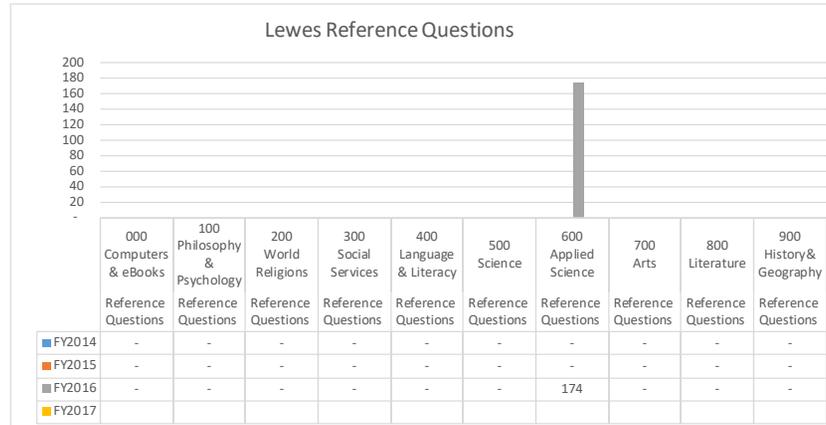
LEWES PUBLIC LIBRARY



SQUARE FEET PER CAPITA	
Based on 28,502 square feet with population increases as of 2037	1.40
SERVICES IMPROVEMENT, RECOMMENDED	
Saturday Weekly Hours	10:00 AM - 5:00 PM 52 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none"> - Self-check station - Internet express station 	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

LEWES PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

REHOBOTH BEACH PUBLIC LIBRARY

LIBRARY ADDRESS	226 Rehoboth Ave. Rehoboth Beach, DE 19971 Sussex County	
TELEPHONE #	(302) 227-8044	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Wednesday	10:00 AM - 8:00 PM
	Thursday - Friday	10:00 AM - 5:00 PM
	Saturday	10:00 AM - 3:00 PM
	Weekly Hours	49 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	11,000 Square Feet	
YEAR BUILT	2000	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	14,854
	Consultant Estimates *	
	2022	15,274
	2027	8,942
	2032	16,664
	2037	17,100



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

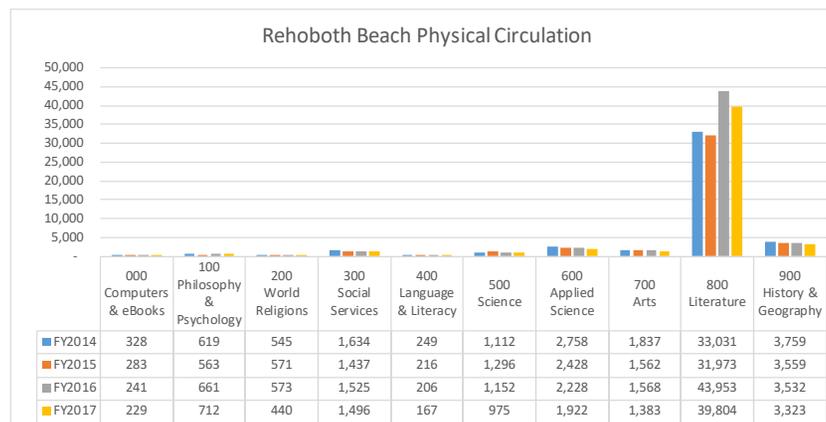
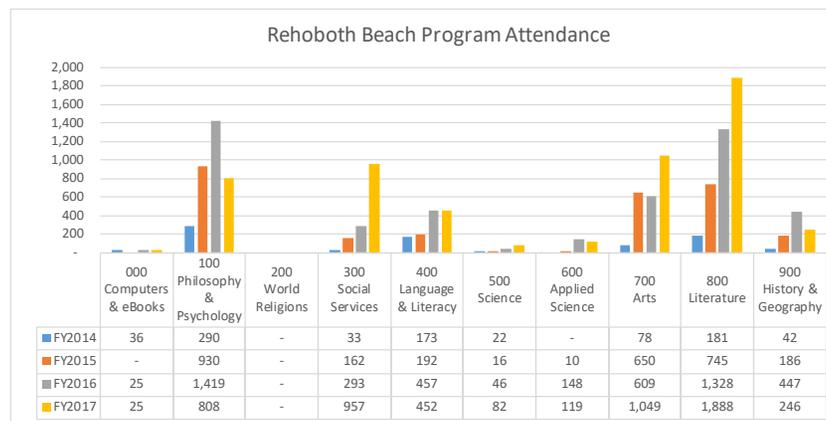
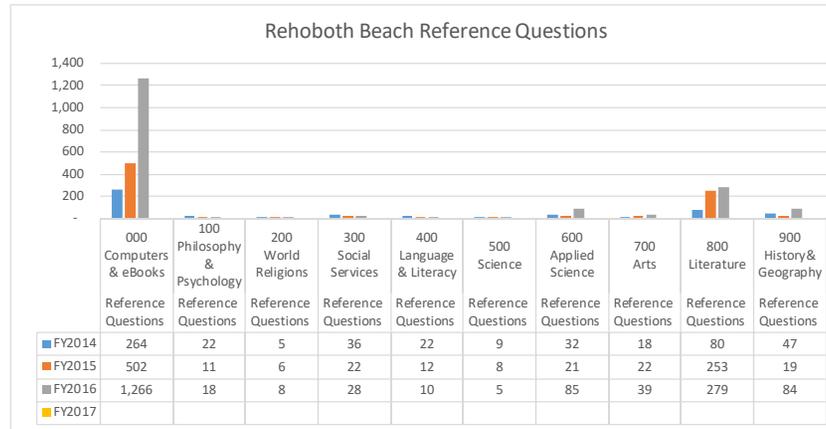
REHOBOTH BEACH PUBLIC LIBRARY



SQUARE FEET PER CAPITA	
Based on 11,000 square feet with population increases as of 2037	0.65
SERVICES IMPROVEMENT, RECOMMENDED	
Saturday Weekly Hours	10:00 AM - 5:00 PM 51 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none"> - Exterior information signage needs improvement - Self-check station - Internet express station - Inadequate storage space - Sightlines from service point in main part of building very poor - Build new 18,000 square foot facility 	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

REHOBOTH BEACH PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILTON PUBLIC LIBRARY

LIBRARY ADDRESS	121 Union St. Milton, DE 19968 Sussex County	
TELEPHONE #	(302) 684-8856	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Friday	10:00 AM - 8:00 PM
	Saturday	10:00 AM - 4:00 PM
	Weekly Hours	56 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	16,676 Square Feet	
YEAR BUILT	2005	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	12,410
	Consultant Estimates *	
	2022	16,500
	2027	20,300
	2032	24,600
	2037	28,400

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILTON PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 16,676 square feet with population increases as of 2037 0.59

SERVICES IMPROVEMENT, RECOMMENDED

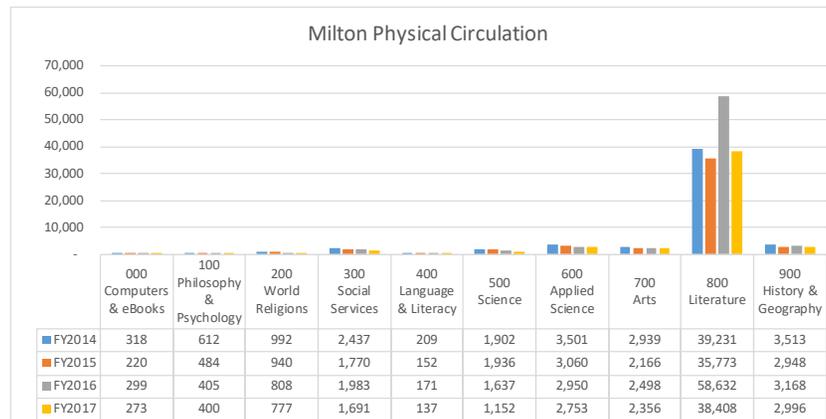
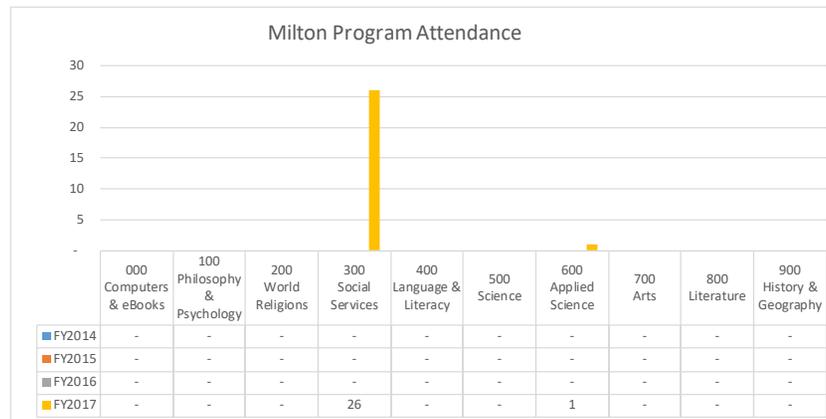
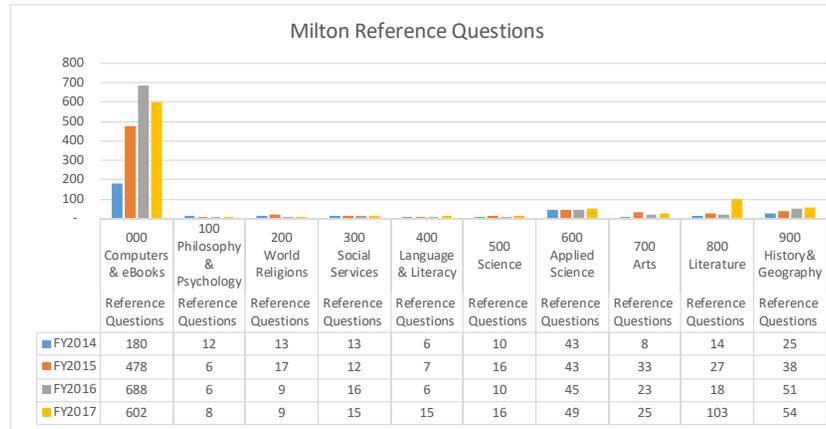
Saturday 10:00 AM - 5:00 PM
Weekly Hours 52 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Adult and Children's collections beyond capacity
- Self-check station
- Internet express station
- Add one 4-person Group Study Room using office systems furniture

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILTON PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

GREENWOOD PUBLIC LIBRARY

LIBRARY ADDRESS	100 Mill St. Greenwood, DE 19950 Sussex County	
TELEPHONE #	(302) 349-5309	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Tuesday	10:00 AM - 8:00 PM
	Thursday - Friday	10:00 AM - 5:00 PM
	Saturday	10:00 AM - 8:00 PM
	Weekly Hours	51 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	10,400 Square Feet	
YEAR BUILT	2014	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	estimated 13,000
	Consultant Estimates *	
	2022	14,152
	2027	14,553
	2032	15,877
	2037	17,102



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

GREENWOOD PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 10,400 square feet with population increases as of 2037 0.61

SERVICES IMPROVEMENT, RECOMMENDED

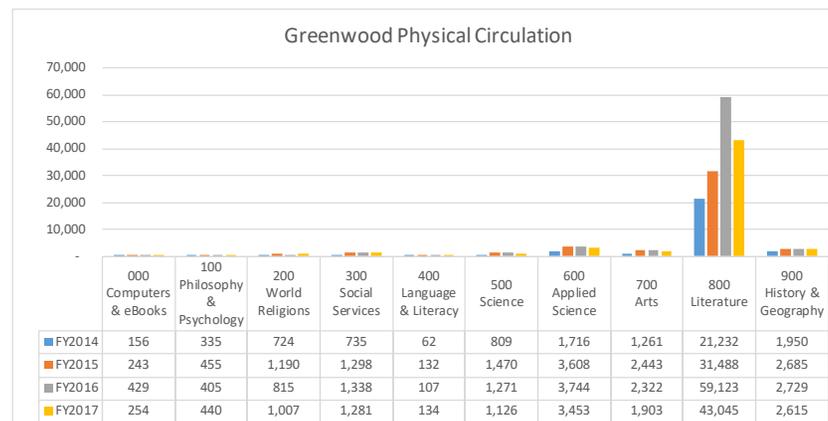
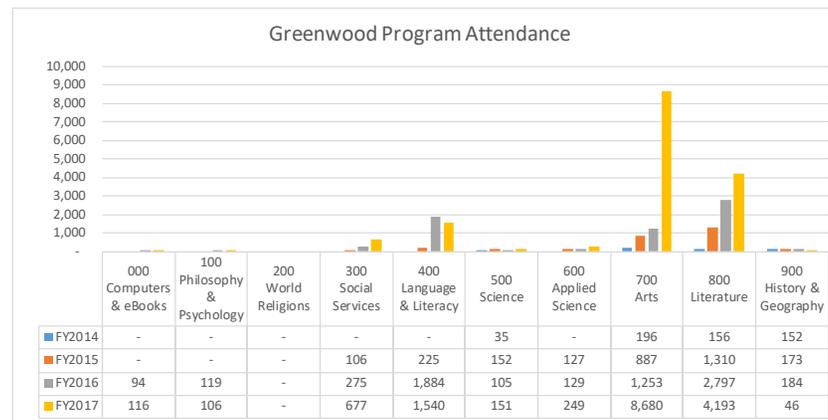
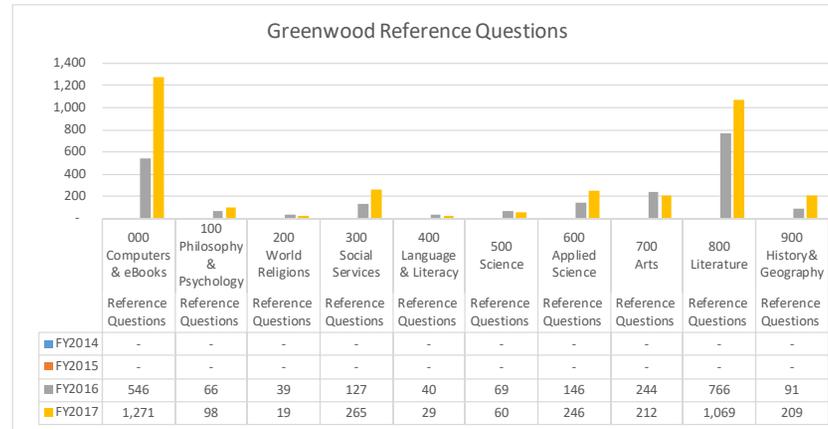
Saturday 10:00 AM - 5:00 PM
Weekly Hours 54 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check station
- Internet express station
- Building-wide Public Address system

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

GREENWOOD PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

GEORGETOWN PUBLIC LIBRARY

LIBRARY ADDRESS	123 West Pine St. Georgetown, DE 19947	
TELEPHONE #	(302) 856-7958	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Thursday	10:00 AM - 8:00 PM
	Friday	10:00 AM - 5:00 PM
	Saturday	10:00 AM - 2:00 PM
	Weekly Hours	51 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILITY	29,400 Square Feet	
YEAR BUILT	2010	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	16,231
	Consultant Estimates *	
	2022	17,054
	2027	17,877
	2032	18,700
	2037	19,000

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

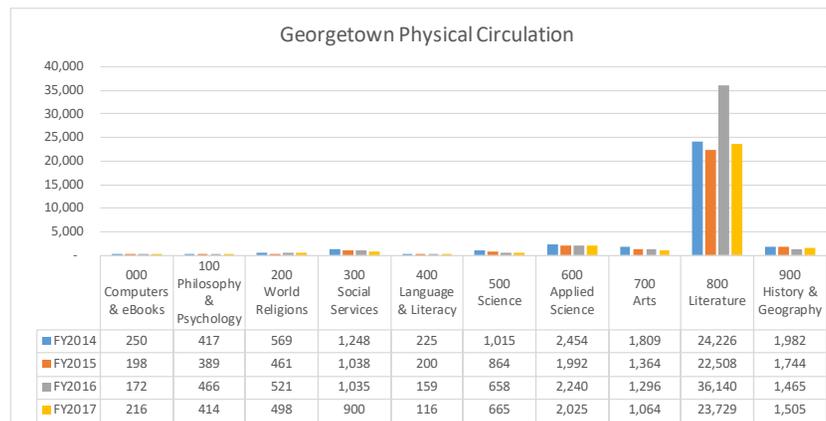
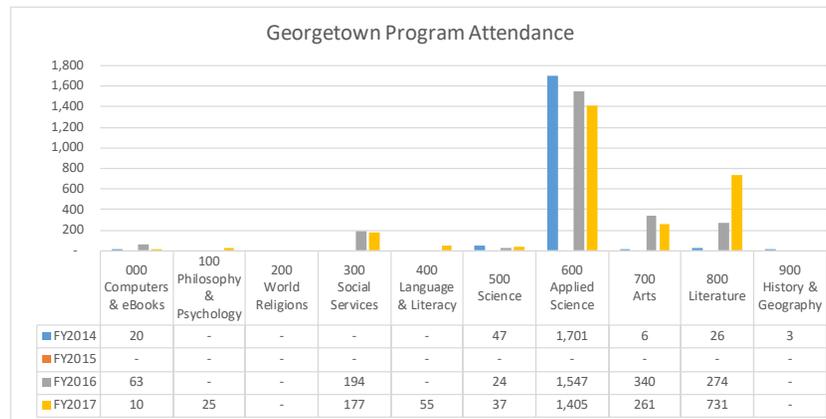
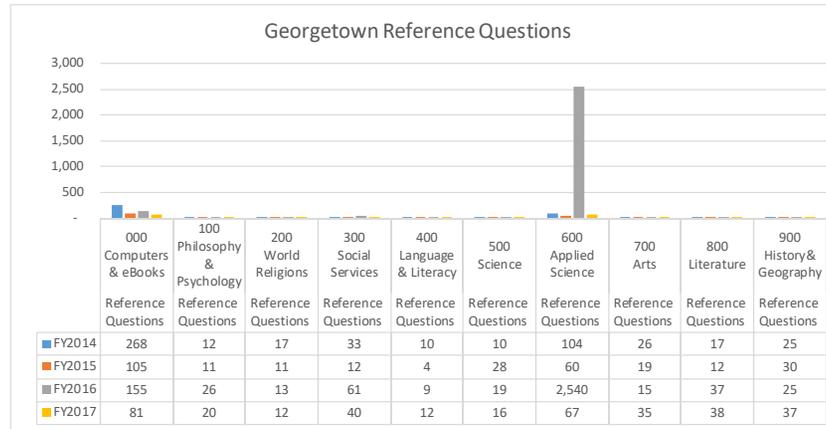
GEORGETOWN PUBLIC LIBRARY



SQUARE FEET PER CAPITA	
Based on 29,400 square feet with population increases as of 2037	1.55
SERVICES IMPROVEMENT, RECOMMENDED	
Saturday	10:00 AM - 5:00 PM
Weekly Hours	54 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none"> - Self-check service - Internet express stations - Minimal wow factor in Teen Services area - Age segregation and segmentation (between young children [0 - 5/6] and older children [6/7 - 11/12]) in Children's Services could be defined more clearly - Resize of furnishings and height of shelving - Building-wide Public Address system 	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

GEORGETOWN PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

BRIDGEVILLE PUBLIC LIBRARY

LIBRARY ADDRESS	600 S Cannon St. Bridgeville, DE 19933	
TELEPHONE #	(302) 337-7401	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Friday	10:00 AM - 7:00 PM
	Saturday	10:00 AM - 3:00 PM
	Weekly Hours	50 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	13,490 Square Feet	
YEAR BUILT	2009	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	8,696
	Consultant Estimates *	
	2022	8,819
	2027	8,942
	2032	9,584
	2037	10,226

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

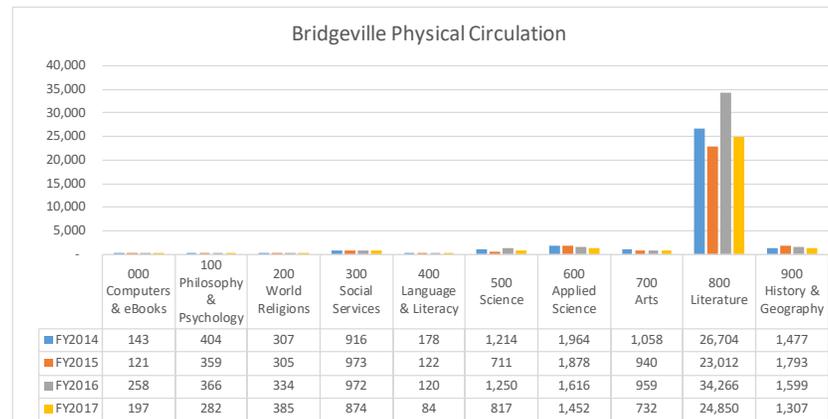
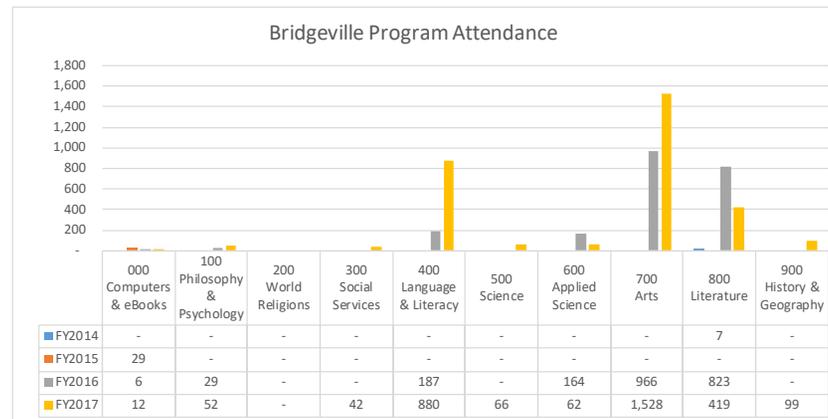
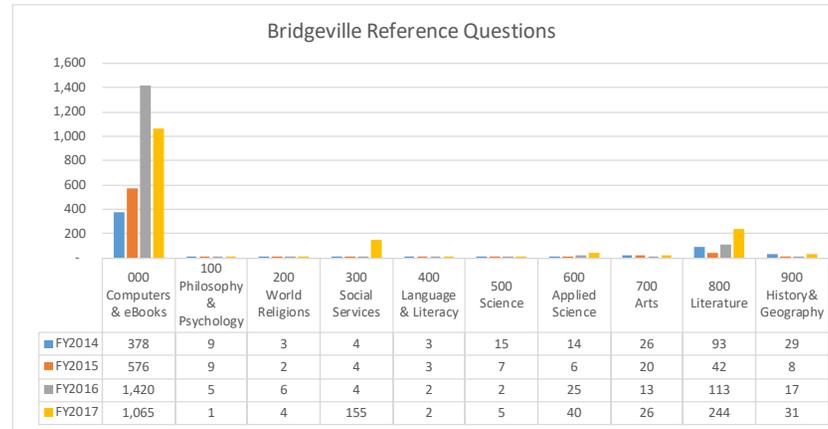
BRIDGEVILLE PUBLIC LIBRARY



SQUARE FEET PER CAPITA	
Based on 13,490 square feet with population increases as of 2037	1.32
SERVICES IMPROVEMENT, RECOMMENDED	
Saturday Weekly Hours	10:00 AM - 5:00 PM 52 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
<ul style="list-style-type: none">- Bookstacks exceed capacity, thinning of collections recommended- Locate Customer Service Desk in highly visible location for all ages.	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

BRIDGEVILLE PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SOUTH COASTAL LIBRARY

LIBRARY ADDRESS	43 Kent Ave. Bethany Beach, DE 19930 Sussex County	
TELEPHONE #	(302) 539-5231	
FAX #	NA	
HOURS	Sunday	Closed
	Monday - Thursday	10:00 AM - 8:00 PM
	Friday	1:00 PM - 5:00 PM
	Saturday	9:00 AM - 3:00 PM
	Weekly Hours	50 HPW
TYPE OF LIBRARY	Community (large)	
SIZE OF FACILITY	20,000 Square Feet	
YEAR BUILT	2009	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	18,247
	Consultant Estimates *	
	2022	22,345
	2027	27,912
	2032	33,480
	2037	35,772

* Based on The Delaware Population Consortium November 2016



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SOUTH COASTAL LIBRARY



SQUARE FEET PER CAPITA

Based on 20,000 square feet with
population increases as of 2037

0.56

SERVICES IMPROVEMENT, RECOMMENDED

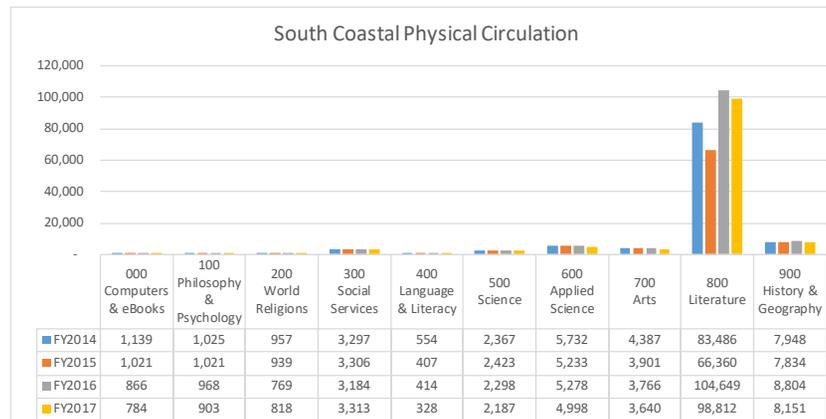
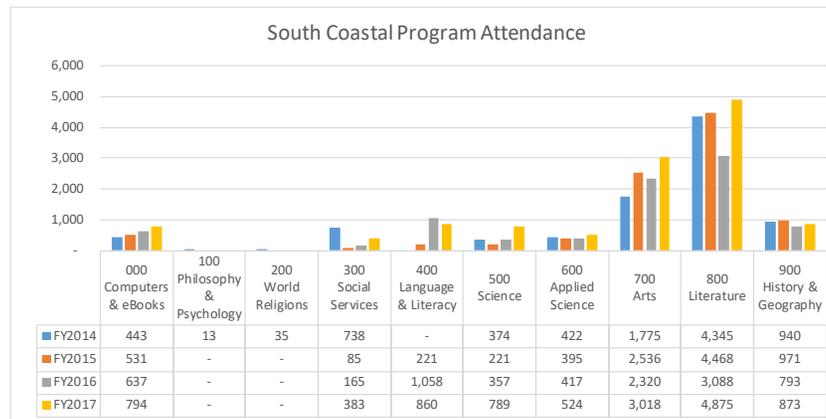
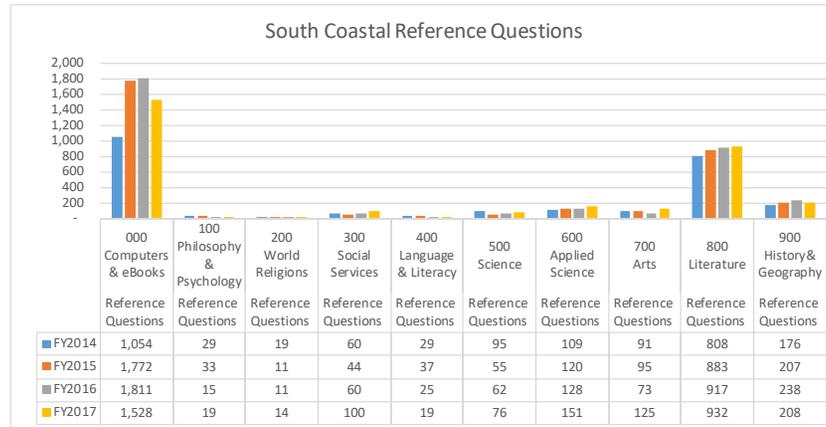
NA

FACILITY IMPROVEMENT, RECOMMENDED

- Seating in Children's Services, provide age appropriate seating for all children
- Internet express stations

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

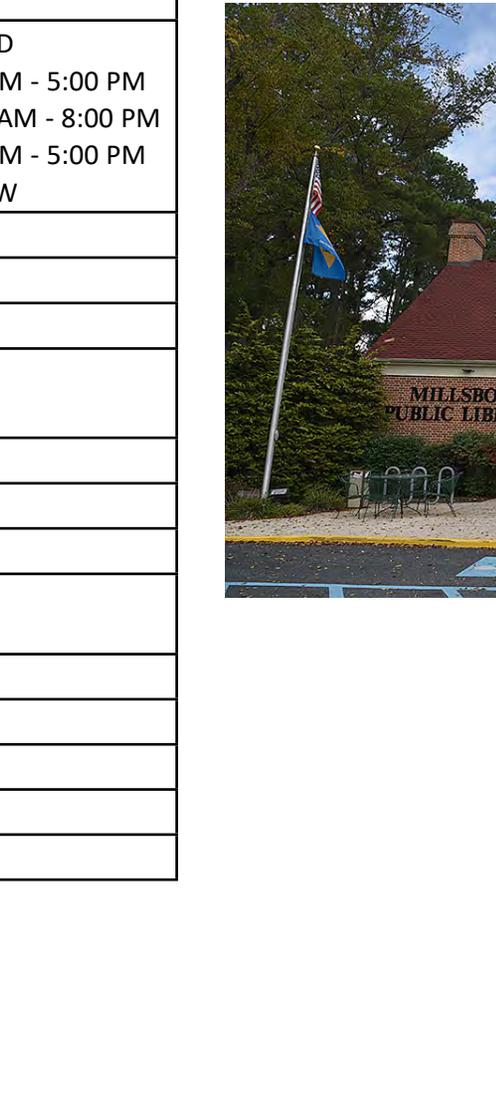
SOUTH COASTAL LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILLSBORO PUBLIC LIBRARY

LIBRARY ADDRESS	217 West State St. Millsboro, DE 19966 Sussex County	
TELEPHONE #	(302) 934-8743	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday & Wednesday	9:00 AM - 5:00 PM
	Tuesday & Thursday	11:00 AM - 8:00 PM
	Saturday	9:00 AM - 5:00 PM
	Weekly Hours	42 HPW
TYPE OF LIBRARY	Community (small)	
SIZE OF FACILITY	6,000 Square Feet	
YEAR BUILT	1997	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	18,024
	Consultant Estimates *	
	2022	18,790
	2027	19,505
	2032	20,221
	2037	23,000



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILLSBORO PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 17,500 square feet with
population increases as of 2037

0.26

SERVICES IMPROVEMENT, RECOMMENDED

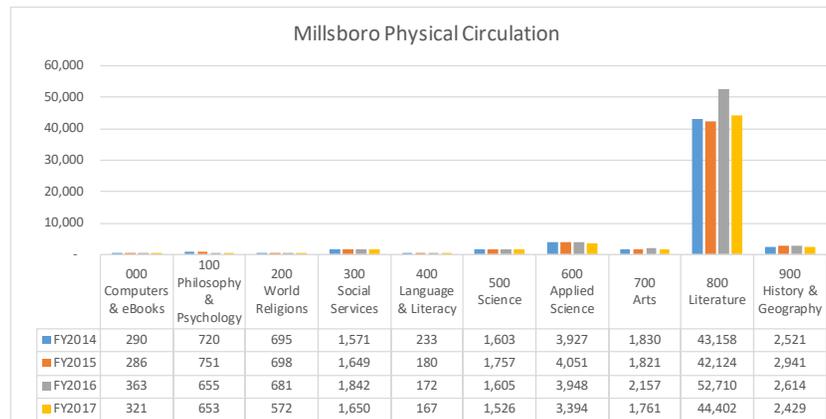
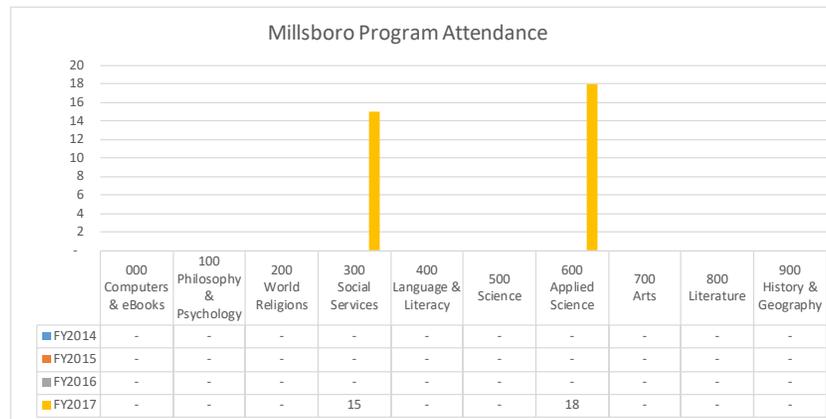
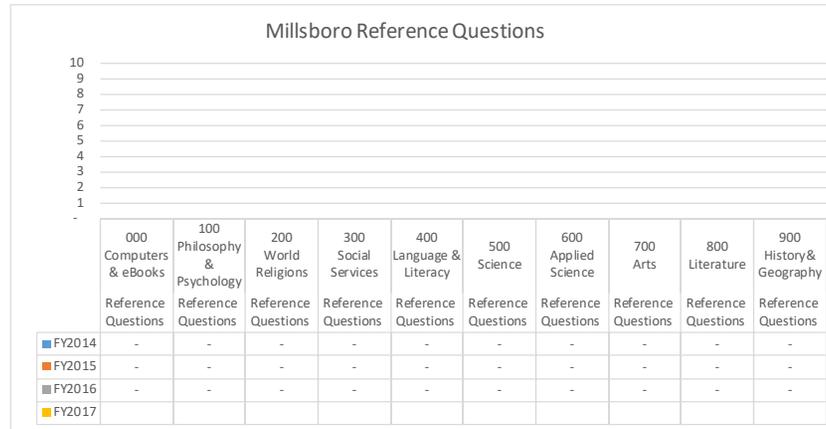
- Exterior and Interior Signage (wayfinding not very informative)

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check station
- Internet express station
- Shelving for Adult and Teen collections beyond capacity, thinning of collections recommended
- Renovation/expansion or new facility 18,000 square feet, recommended

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

MILLSBORO PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SEAFORD DISTRICT LIBRARY

LIBRARY ADDRESS	600 N Market St Ext Seaford, DE 19973 Sussex County	
TELEPHONE #	(302) 629-2524	
FAX #		
HOURS	Sunday	CLOSED
	Monday - Thursday	10:00 AM - 7:00 PM
	Friday	10:00 AM - 6:00 PM
	Saturday	10:00 AM - 3:00 PM
	Weekly Hours	49 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	16,800 Square Feet	
YEAR BUILT	2009	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	23,372
	Consultant Estimates *	
	2022	24,365
	2027	24,983
	2032	25,652
	2037	26,221



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SEAFORD DISTRICT LIBRARY



SQUARE FEET PER CAPITA

Based on 13,490 square feet with
population increases as of 2037 1.32

SERVICES IMPROVEMENT, RECOMMENDED

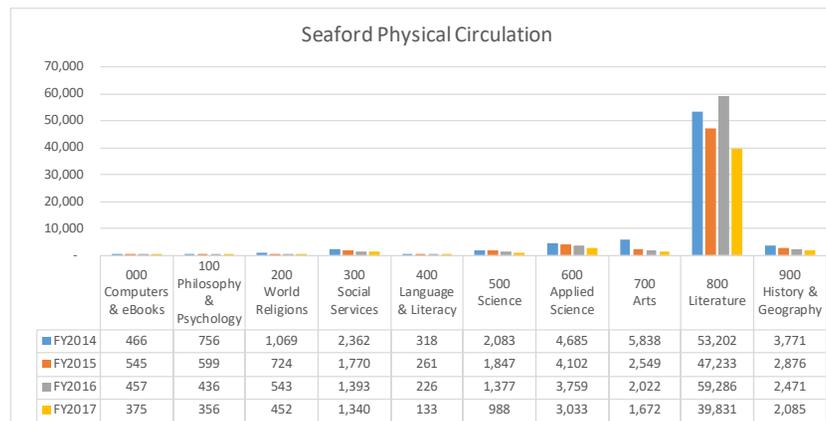
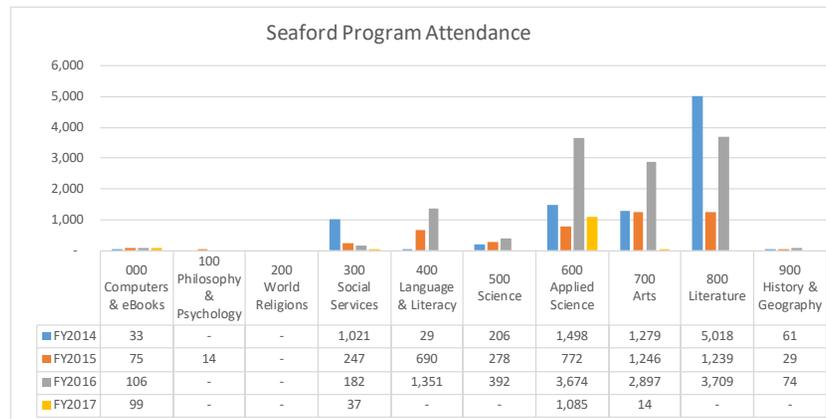
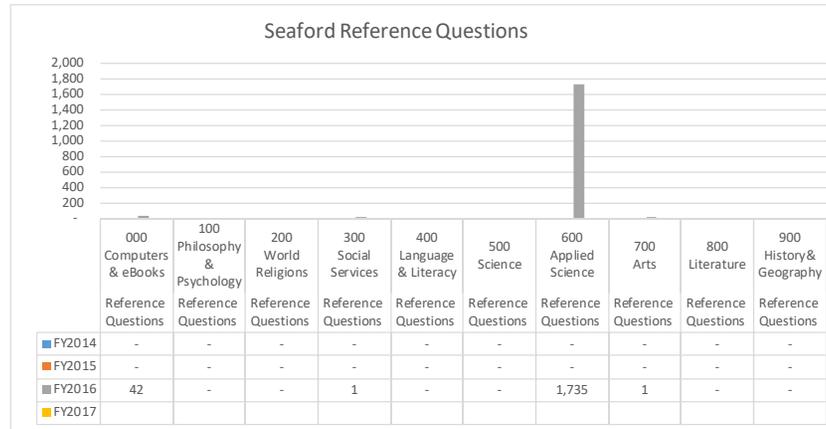
Wednesday 10:00 AM - 9:00 PM
Weekly Hours 51 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Internet express station
- Minimal wow factor in Teen Services area
- Building-wide Public Address system

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

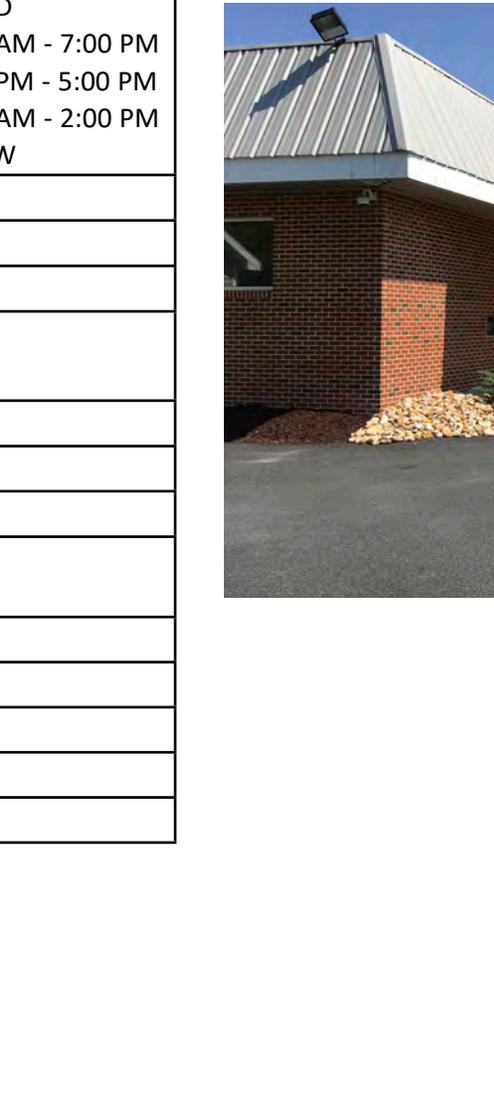
SEAFORD DISTRICT LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

FRANKFORD PUBLIC LIBRARY

LIBRARY ADDRESS	8 Main St. Frankford, DE 19945	
TELEPHONE #	(302) 732-9351	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Thursday	10:00 AM - 7:00 PM
	Friday	12:00 PM - 5:00 PM
	Saturday	10:00 AM - 2:00 PM
	Weekly Hours	49 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILITY	6,200 Square Feet	
YEAR BUILT	2013	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	7,887
	Consultant Estimates *	
	2022	8,819
	2027	8,942
	2032	9,584
	2037	10,000



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

FRANKFORD PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 6,200 square feet with population increases as of 2037 0.62

SERVICES IMPROVEMENT, RECOMMENDED

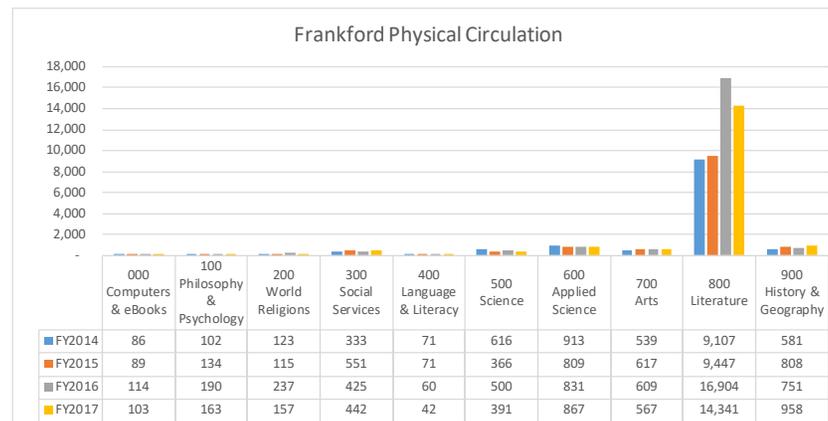
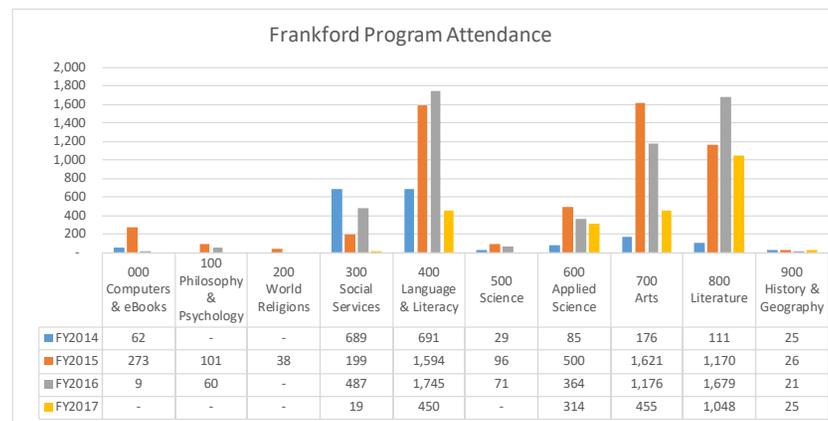
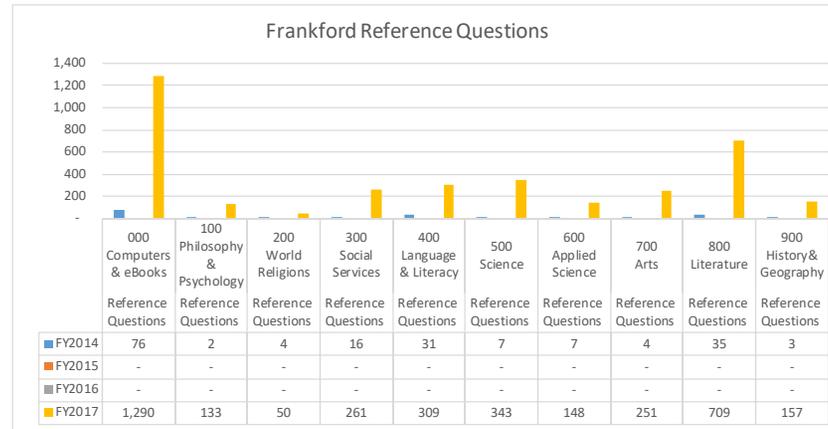
Saturday 10:00 AM - 5:00 PM
Weekly Hours 52 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check service
- Internet express service
- Bookstacks exceed capacity, thinning of collections recommended
- Locate Adult Services Customer Service Desk in a more visible location
- Add 10,000 SF via renovation/expansion by 2027

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

FRANKFORD PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

LAUREL PUBLIC LIBRARY

LIBRARY ADDRESS	101 E. Fourth St. Laurel, DE 19956 Sussex County	
TELEPHONE #	(302) 874-3184	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Thursday	10:00 AM - 8:00 PM
	Friday	10:00 AM - 5:00 PM
	Saturday	10:00 AM - 2:00 PM
	Weekly Hours	51 HPW
TYPE OF LIBRARY	Regional	
SIZE OF FACILITY	26,000 Square Feet	
YEAR BUILT	2006	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	15,515
	Consultant Estimates *	
	2022	15,954
	2027	16,174
	2032	17,287
	2037	18,400



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

LAUREL PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 13,490 square feet with population increases as of 2037 1.41

SERVICES IMPROVEMENT, RECOMMENDED

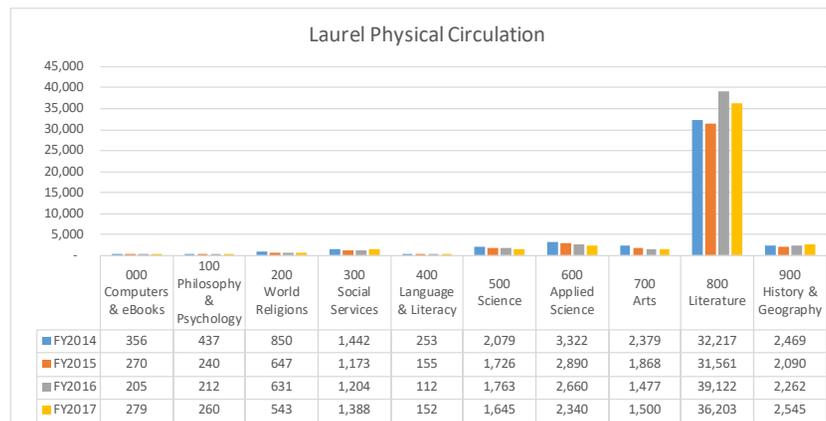
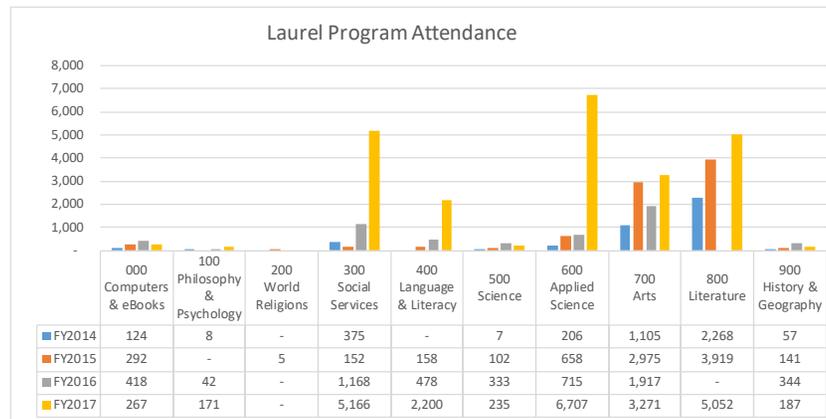
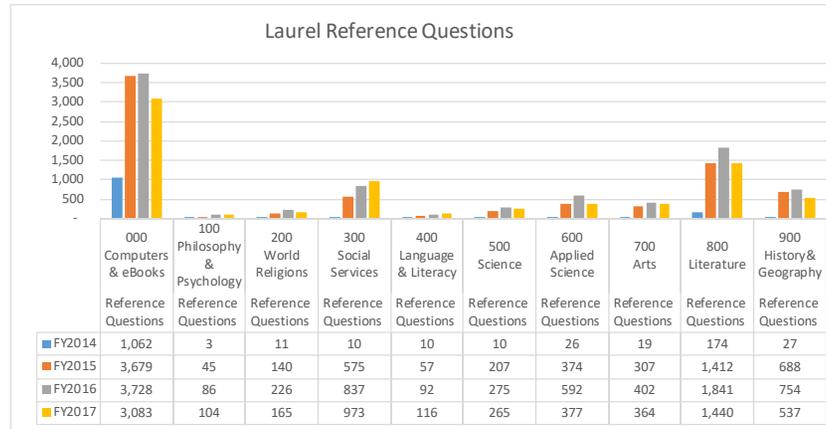
Saturday 10:00 AM - 5:00 PM
Weekly Hours 52 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Self-check service
- Internet express station
- Minimal wow factor in Teen Services area
- Building-wide Public Address system

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

LAUREL PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SELBYVILLE PUBLIC LIBRARY

LIBRARY ADDRESS	11 Main Street & McCabe Street Selbyville, DE 19974 Sussex County	
TELEPHONE #	(302) 436-8195	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday	10:00 AM - 8:00 PM
	Tuesday & Wednesday	10:00 AM - 6:00 PM
	Thursday	10:00 AM - 8:00 PM
	Friday	10:00 AM - 6:00 PM
	Saturday	10:00 AM - 2:00 PM
	Weekly Hours	48 HPW
TYPE OF LIBRARY	Community (small)	
SIZE OF FACILITY	5,600 Square Feet	
YEAR BUILT	1966	
YEAR OF LAST MAJOR RENOVATION	2009	
YEAR OF LAST ADDITION	NA	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	5,274
	Consultant Estimates *	
	2022	5,498
	2027	5,600
	2032	5,852
	2037	6,103



* Based on The Delaware Population Consortium November 2016

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SELBYVILLE PUBLIC LIBRARY



SQUARE FEET PER CAPITA

Based on 5,600 square feet with population increases as of 2037 0.92

SERVICES IMPROVEMENT, RECOMMENDED

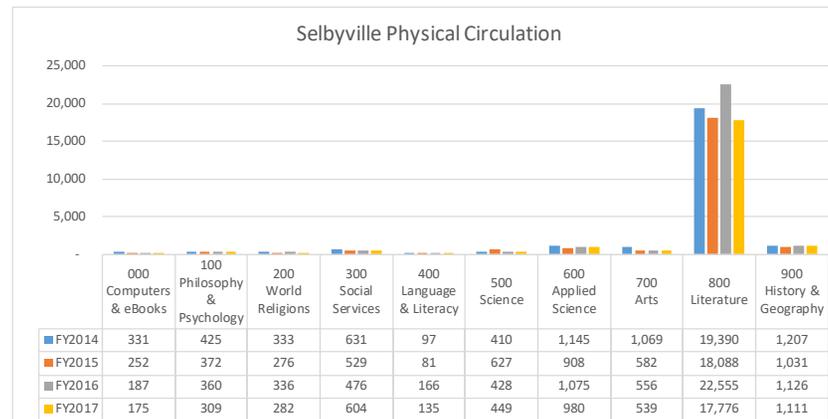
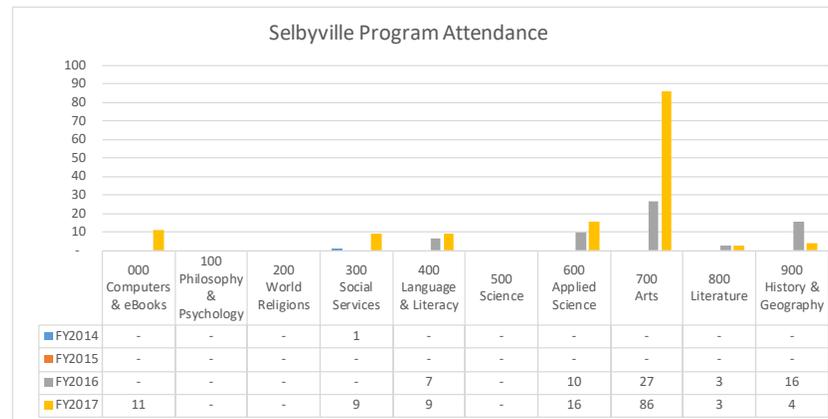
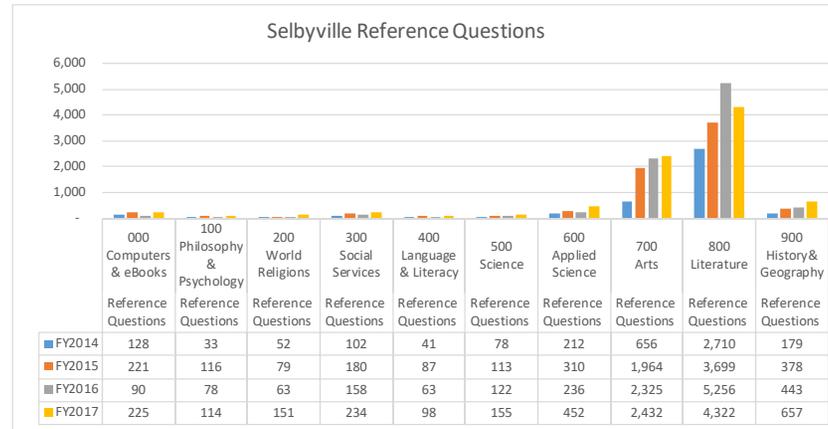
Saturday 10:00 AM - 6:00 PM
Weekly Hours 56 HPW

FACILITY IMPROVEMENT, RECOMMENDED

- Major renovation/expansion to 16,000 by 2037

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

SELBYVILLE PUBLIC LIBRARY



DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DELMAR PUBLIC LIBRARY -

LIBRARY ADDRESS	101 North Bi-State Blvd. Delmar, DE 19940 Sussex County	
TELEPHONE #	(302) 846-9894	
FAX #	NA	
HOURS	Sunday	CLOSED
	Monday - Friday	10:00 AM - 7:00 PM
	Saturday	10:00 AM - 3:00 PM
	Weekly Hours	50 HPW
TYPE OF LIBRARY	Community	
SIZE OF FACILITY	4,980 Square Feet	
YEAR BUILT	2009	
YEAR OF LAST MAJOR RENOVATION	NA	
YEAR OF LAST ADDITION	NA	
YEAR OF NEW BUILDING	2016 ¹	
PRIMARY SERVICE POPULATION		
	2016 Legal Service Area Population	6,372
	Consultant Estimates *	
	2022	6,643
	2027	6,552
	2032	7,490
	2037	8,000

* Based on The Delaware Population Consortium November 2016

¹Groundbreaking October 2014



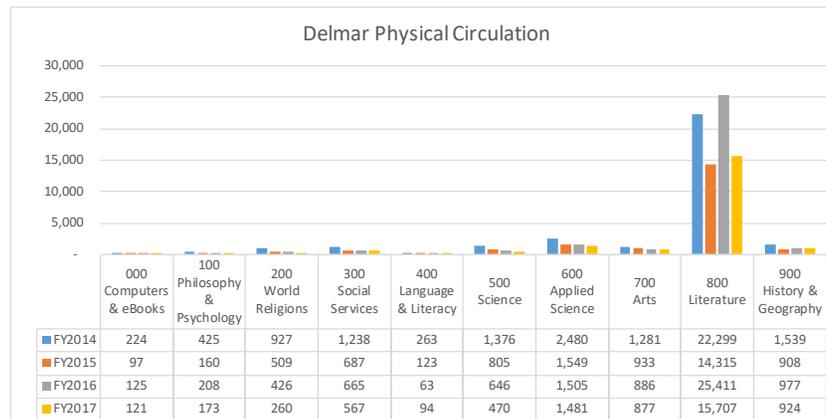
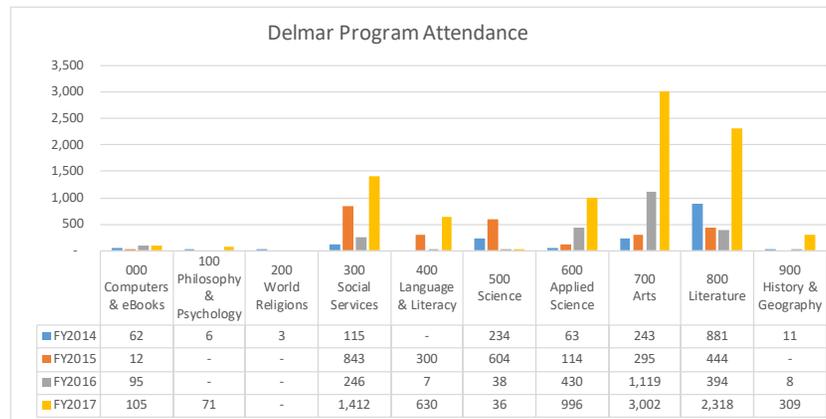
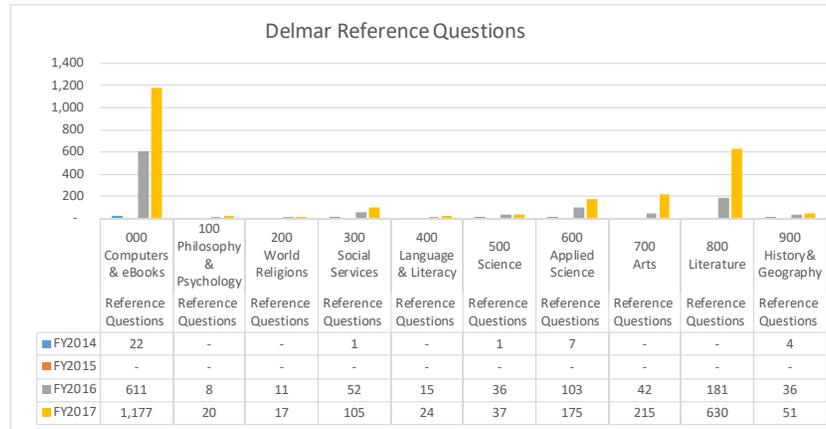
DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DELMAR PUBLIC LIBRARY

SQUARE FEET PER CAPITA	
Based on 13,000 square feet with population increases as of 2037	1.62
SERVICES IMPROVEMENT, RECOMMENDED	
Saturday	10:00 AM - 5:00 PM
Weekly Hours	52 HPW
FACILITY IMPROVEMENT, RECOMMENDED	
- New building under construction	

DELAWARE LIBRARIES - LIBRARY SNAPSHOTS

DELMAR PUBLIC LIBRARY



ACKNOWLEDGMENTS

This project was made possible by the Department of State, Council on Libraries and Delaware Division of Libraries. DDL in conjunction with the public libraries in the Counties of New Castle, Kent and Sussex, provided consistent feedback throughout the duration of the project and we thank everyone for their participation and engagement in the process.

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www.libraries.delaware.gov
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 John Phillos
 Katie McDonough
 Bob Wetherall



The following firms and individuals represent the entire team of consultants for the work effort throughout the master plan.

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PHOTO CREDITS

Cover:

Above: Tom Green County Library, San Angelo, Texas

Below: Middle Country Public Library, Centereach, New York

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Left: Dover Public Library, Dover, Delaware

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Above: Chicago Public Library - Chinatown Branch, Chicago, Illinois

Right: Kenmore Public Library, Kenmore, Washington

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Louisville Free Public Library, Newburg Branch

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Langley-Adams Public Library, Groveland, Massachusetts

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Right: New Orleans Public Library - Norman Mayer Branch

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Chicago Public Library - Harold Washington Branch, Chicago, Illinois

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Left: Whithall Public Library

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Below: Watsonville Public Library

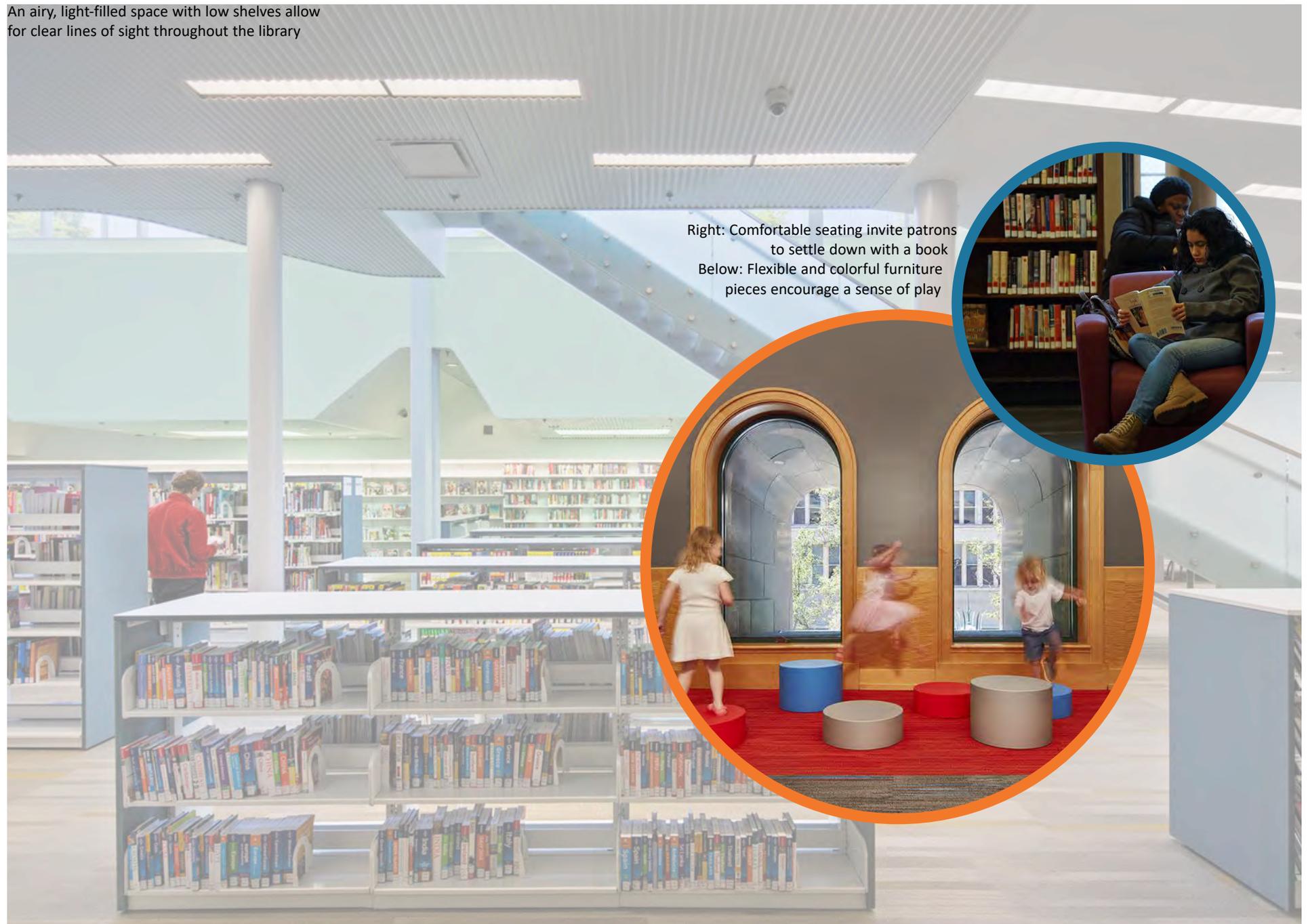
Watsonville, California

Page 35

Nashville Public Library - East Branch

Antioch, Tennessee

An airy, light-filled space with low shelves allow for clear lines of sight throughout the library



Right: Comfortable seating invite patrons to settle down with a book
Below: Flexible and colorful furniture pieces encourage a sense of play